



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## OPEN POSITION ANNOUNCEMENT

**Join the Y and help us to Transform Lives!**

Our mission and core values are brought to life by our culture. It's who we are, who we aspire to be and how we show up every day. **We are cause-driven.** We don't just show up, we show up with purpose. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

**Now Hiring:**

### **Branch Operations Manager (Full-Time)**

**\*\*Internal Candidates Only\*\***

#### **Position Summary:**

Under the direction of the Vice President Operations Healthy Living, the Downtown Branch Operations Manager will be responsible for the day-to-day operation of a high-quality center that deliver programs that meet the needs of the surrounding community. They will also serve as the principal liaison and relationship builder with center staff, program staff, as well as members and community organizations to continue to increase program growth and development while maintaining program participant satisfaction.

#### **Wage:**

\$48,000 Annually (based on knowledge & experience)

#### **Hours:**

Varies – Will include some nights and weekends

#### **Location(s):**

Downtown YMCA

#### **Responsibilities:**

- Ensures that high quality program activity is the first priority through supervision of center staff.
- Collaborate with Core Service VP's (Membership, Program, Wellness Centers / Facility) and Core Service leaders and staff to ensure consistent excellence in service through daily care of members, program participants and volunteers.
- Must understand and support program objectives and expected outcomes.
- Assist in the development and maintenance of relationships with diverse community leaders as a basis for identification/implementation of responsive programs for communities served.
- Role Model strong fiscal stewardship and assist center program staff to meet or exceed program budget goals.
- Execute the total program experience by leading a high-performing team of staff and volunteers focused on relationship building, member & program participant involvement and satisfaction.
- Responsible for other duties and projects as necessary to achieve goals and priorities of the Association.
- Responsible for strict adherence to all policies and procedures related to safety and conduct rules and other regulations.

#### **Qualifications:**

The position requires a Bachelor's degree, or equivalent education/experience with a minimum of 3 years of successful management and supervisory experience. Leadership experience in the areas of volunteer and staff development, budget and fiscal management; and community development.

### **Skills and Abilities:**

- The ability to simultaneously manage multiple projects and priorities with a high volume of work.
- Work with programming to keep program goals and their staff on target.
- Demonstrated ability to lead people and obtain results through others.
- Strong writing, interpersonal, and networking skills to effectively find out the needs of the community and help deliver programming that meets those needs.
- Highly organized and accurate; able to hold others accountable for same level of skill.
- Analytical ability, good judgment, attention to detail, and excellent communication skills are essential.
- Competent computer skills; Windows, membership, and volunteer database management software

### **Supervisory Responsibilities**

Directly supervises the Team Leads and leads Branch employees in accordance with the organization's policies, mission and applicable laws. Assist with interviewing, hiring, training, evaluating, coaching, and performance management of employees as needed.

### **Benefits:**

- 12% Fully Paid Retirement Plan (following 2 year vesting period)
- 403b Retirement Savings Plan
- Comprehensive Health/Dental/Life Insurance
- Supplemental Insurance Options
- Free Individual Membership or Household Membership to all YMCA Locations
- Discounted YMCA Programs
- Discounted YMCA Child Care
- Discounted YMCA Camp

### **Deadline:**

**June 5, 2019**

### **Apply Online:**

**<https://apply.ymcamke.org>**