

YMCA of Greater High Point Job Description

Position Description:		Branch:	Grubb Family
Job Title:	Office Manager	Position Code:	Exempt
Incumbent:		Date:	
Reports to:	Branch Director		

General Function:

Under the general supervision of the Branch Director, the Office Manager manages the office areas, membership department, scholarship, and clerical processes. Develop and implement procedures to expand the membership base and to increase the retention level. This position also includes assistance to all Program Directors with the registration, attendance, and payment for all YMCA programs. This position will also serve as a clerical assistant to the Branch Director

Know How:

A bachelor's degree is preferred. Background should include experience in dealing with the public, promotion, public speaking, computer usage and general administration. . He/she must be able to recruit, evaluate, and train volunteers and paid staff of the front desk areas He/she must present a professional image and have excellent written, oral and presentation skills. He/she must demonstrate sound judgment and work independently. This position is heavily weighted on the human relations side.

Essential Functions:

- Auditory ability to respond to critical incidents.
- Ability to observe staff effectiveness, enforce appropriate safety regulations and emergency procedures, and apply appropriate behavior management techniques.
- Physical ability to operate emergency exits and perform emergency procedures.
- Ability to participate in activities and help all participants experience success

Principle Activities:

- Process membership renewals and membership accounts receivable
- See that a current record of renewals and current membership counts are maintained.
- Provides and maintains up to date member records for bank drafting and billing purposes.
- Proofread everything that is mailed out from the YMCA
- Update website with changes as necessary
- Provide direct Daxko support for all other professional and part-time staff
- Answer phone and assist with front desk when needed.
- Give tours of facility to potential members
- Provide first level troubleshooting for computer & desktop applications
- Must have knowledge of computer software
- Hire, train , and evaluate all childwatch staff
- Answer phone and assist with front desk when needed.
- Give tours of facility to potential members
- Develops and manages the annual budget for the assigned areas.
- Oversee operation and maintenance contracts of copiers, and postage machine
- Order all office supplies and membership supplies.
- Attend monthly board meetings and take and type minutes

- Responsible for implementation and record keeping of all scholarship activities of the branch, including contacting all participants for evaluation
- Establish and maintain relationships with members and program participants.
- Administrative services as needed by Branch Director.
- Oversee all bulk mailing for the branch
- Makes bank deposit each day after totaling all deposits from day before.
- Take mail to post office each day.
- Building duty rotation with other professional staff
- Work hours vary and nights/weekends are frequently
- Carry out any other special projects assigned.

Effect on End Results

The effectiveness of the incumbent will be measured by mutually agreed upon objective including or not limited to:

- Records are accurate
- Timeliness of billing and other correspondence
- Staff are responsive and well-trained
- Front desk area is neat and orderly
- Publications are professional and accurate and delivered on time
- Service to members is improved.

We understand and mutually accept that the above job description and any supplement request is our agreement as to the job to be performed.

Supervisor

Supervisee