



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

JOB DESCRIPTION

Job Title: **Birthday Party Coordinator**
FLSA Status: Non Exempt Hourly
Status: Part Time
Reports to: Member Engagement Director

Department: Membership
Revision Date: 1-2019

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living and social responsibility by providing a quality experience to children and parents. Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs, and creates a welcoming environment.

ESSENTIAL FUNCTIONS:

1. Responsible for scheduling party rentals including booking of rooms, contract and deposit completion, obtaining waivers and certificates of insurance, planning of party needs in advance of party.
2. Lead party activities in a manner that ensures a high level of customer satisfaction.
3. Demonstrate a friendly, courteous, and professional manner with volunteers, staff, parents, and participants utilizing the YMCA core values of caring, honesty, respect and responsibility.
4. Understand, articulate and enforce YMCA policies and procedures in a positive way by giving safety briefing at the beginning of each party and ensure that all policies are being adhered to.
5. Assist in marketing programs to attract high level of participation to meet goals
6. Anticipate project needs, work priorities, and meet deadlines with little supervision.
7. Work evenings and weekends when parties are scheduled.
8. Build relationships with members; helps members connect with one another and the YMCA.
9. Respond to all member and community inquiries and concerns in a timely manner. Inform supervisor/director of unusual situations or unresolved issues in a timely manner.
10. Know emergency procedures and be able to demonstrate them.
11. Attend meetings and trainings as assigned.
12. Be knowledgeable and supportive of the YMCA annual support campaign.
13. Accepts additional assignments as deemed appropriate, within the scope of the job description

YMCA COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person’s point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS:

1. Excellent interpersonal, communication, and problem solving skills.
2. Ability to relate and communicate effectively to diverse groups of people from all social and economic segments of the community.
3. Six months experience in youth program setting required;
4. Experience with event hosting, hospitality or party planning preferred
5. Basic knowledge of computers and good organizational skills required.
6. Minimum of 18 years of age required.
7. CPR certified by YMCA within 30 days and completion of other internal trainings as required.

JOB EXPECTATIONS:

All staff are expected to act in a manner in line with the YMCA values and within the confines of the information listed above. Anyone found not acting in these manners will receive disciplinary measures up to and including verbal warnings, documented infractions, and/or termination.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- Visual, auditory, and verbal ability to communicate effectively.
- Ability to work accurately at a fast pace.
- Must have high level of alertness, concentration, and initiative.
- Sufficient strength, agility, and mobility to perform job responsibilities.
- Ability to lift 50 lbs.
- Most of job is standing or walking for extended periods of time when party is functioning;
- Reaching, twisting, and turning, kneeling, bending, squatting, and stooping while working a party.

SIGNATURE:

I have reviewed and understand this job description.

Employee’s name

Employee’s signature

Today’s date: _____