



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

YMCA JOB DESCRIPTION

Job Title: **CDC Receptionist**

Department: Child Development

FLSA Status: Non-Exempt

Status: F/T or P/T

Revision Date: 08/02/2024

Reports to: CDC Director

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; provides clerical and customer service assistance to the parents and staff in the Child Development Center; and insures the highest quality of service on a daily basis to all program participants.

ESSENTIAL FUNCTIONS:

1. Provide support to teachers and administrative CDC staff as needed and directed.
2. Supervise the children, classroom, and all activities including ADA accommodations where appropriate.
3. Maintain knowledge of and follow all licensing rules, Y policies and procedures, and Child Development policies and procedures.
4. Cultivate positive relationships with children, parents, and staff members.
5. Help maintain the cleanliness and safety of all areas in the Child Development Center.
6. Maintain required program records.
7. Attends and participates in family nights, program activities, staff meetings, and staff training.
8. Act as a role model for YMCA values- respect, responsibility, honesty, and caring.
9. Understand the confidentiality needed regarding program participants, parents and staff information and records.
10. Build positive, friendly relationships by greeting parents and children, check ID's, on anyone picking up a child that you do not personally know, question any strangers in the child care area.
11. Call parents when child becomes ill and assure signature of parent on accident/incident report form at time of pick up.
12. Have a thorough knowledge and understanding of necessary computer programs.
13. Prepare daily deposits of program participant payments and cash out payment drawer daily.
14. Secure the office area daily.
15. Enter new program participants files into the computer, upon receipt of enrollment paperwork and assure all information needed has been completed. If missing information, follow up with the parent to secure the information as soon as possible.
16. Conduct an update of all program participant files, and medical forms, on a yearly basis, verifying all contact information to assure correct addresses, phone numbers and emergency contacts.

SIDNEY-SHELBY COUNTY YMCA

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17. Complete and submit monthly Scholastic Book orders. Upon receipt of materials ordered, audit order and deliver books to appropriate program departments.
18. Complete computer participant file changes at the beginning of each new session.
19. Process and file away inactive program participant files in the storage room.
20. Maintain reception area in a neat and clean order daily making sure counters and desk areas are clear of clutter and are wiped clean at least once a week.
21. Maintain an adequate inventory of first aid supplies and order additional supplies as needed.
22. Complete copying, typing and word processing assignments, i.e. permission slips, staff letters, calendars, menus, information to parents, etc., as requested.
23. Complete letters and mailing envelopes for scholarship recipients as requested.
24. Complete CDC filing, answer phones, record and deliver messages.
25. Complete annual youth abuse prevention training and other related trainings
26. Performs other duties as assigned.

YMCA COMPETENCIES:

Mission Advancement: Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs.

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.

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.

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. At least 16 years of age. Must be able to comply with all background requirements and meet acceptable standards.
2. CPR, First Aid, AED certifications, Child Abuse Training, and Communicable Disease training will be required if need is determined.
3. Ability to develop positive, authentic relationships with people from different backgrounds.
4. A demonstrated understanding and application of appropriate techniques when working with behaviors.
5. Good time management and organization skills.
6. One year of secretarial and/or customer service experience is preferred.

WORK ENVIRONMENT & PHYSICAL DEMANDS

- The physical requirements for this job include, but are not limited to, standing up to 8 hours, lifting up to 40 pounds, carrying, bending, stooping, being outdoors in direct sunlight when weather permits and sitting on the floor and playing with children.

The Y: We're for youth development, healthy living, and social responsibility.