



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## YMCA JOB DESCRIPTION

Job Title: **Operations Director**

Department: Management

FLSA Status: Exempt

Status: Full-time

Revision Date: 11/26/2024

Reports to: CEO

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### POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit, charitable organization committed to strengthening community through youth development, healthy living and social responsibility. The Operations Director at the Sidney-Shelby County YMCA serves in a senior level management position and ensures successful operation of the YMCA.

### KNOWLEDGE/SKILLS REQUIRED:

- Education – Minimum of a Bachelor's Degree or equivalent
- Previous Experience – 3 years of progressively responsible experience in health or wellness operations management, retail management, or management of multiple programs with strong fiscal management; YMCA experience preferred.
- A proven record of successful leadership in the areas of managing multiple departments including creating schedules and directing staff in salaried, full-time, and part-time roles.
- Experience in working closely with volunteers for program and committee support.
- Microsoft Office proficiency required with the ability to learn and adapt to new technology.
- Strong analytical and critical-thinking skills with the ability to identify and leverage relevant data to use in planning and decision-making.
- Ability to understand, adapt to and interact with diverse people, teams, perspectives, and cultures
- CPR and First Aid Certified – must obtain within 60 days of employment
- Commercial Pool Certified preferred
- Additional trade skills and certification a plus
- Ability to communicate effectively with others and to work as a team player

### ESSENTIAL FUNCTIONS:

#### A. Operations

- Direct and administer the operation of the Y as it pertains to the entire property, facility, and coordination of all department programs.
- Work in collaboration with HR to recruit, hire, supervise and develop department staff and volunteers through the use of Leadership Competency Model resources.
- Assist in the preparation of the Y's annual budget and prepare and oversee respective department budgets.
- Monitors monthly department financial reports to assure that revenue targets are met and expenses are controlled.
- Assist the Y's annual Community Partners Campaign as a member of the Leadership team and assist with major gifts.
- Maintain all YMCA Network, Internet, Phone Systems, and Hardware in collaboration with the Staff Accountant

#### B. Facilities

- **Building**

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- Develop, implement and document a preventive maintenance program for all major systems and equipment in the facility as needed including: climate control and HVAC systems, electrical, water/sewer systems, pumps, and boiler systems.
- Oversee the contracted service for facility cleaning.
- Direct maintenance and repairs on items or systems needing attention and secure the services of an outside contractor as needed.
- Work in cooperation with the Senior Program Director and Department Directors to ensure proper maintenance of all YMCA equipment and program spaces. Additionally, the Operations Director will address and/or assign all maintenance requests and work orders in a timely and efficient manner.
- Responsible for oversight of pool maintenance, water chemistry testing and the safe operation of the swimming pool and meeting all health department standards, as well as YMCA standards.
- Develop and implement an energy conservation program in conjunction with the CEO and the Building and Property Committee.
- Responsible for overall building security including building keys, alarm and surveillance camera systems and overall security of YMCA facilities and equipment.
- Focus on risk management as a base for maintenance decisions. Risk management is a shared responsibility with all staff, but the primary responsibility falls to the Operations Director in cooperation with the CEO. Staff trainings will be conducted by Operations Director as needed and as deemed necessary by the CEO.
- Negotiate vendor rates and contracts at the lowest cost possible and maintain an inventory of supplies wherever applicable.
- **Grounds**
  - Develop a plan to maintain the grounds in a reasonable, cost-effective, and safe manner.
  - Coordinate and work with outside contractors for grass mowing, snow removal, and tree maintenance.
  - Complete a thorough daily inspection of the grounds and outside facilities. Special inspection of playground equipment and surrounding area shall be scheduled as part of an ongoing preventive maintenance program.
- **Vehicle**
  - Develop and implement a plan for YMCA vehicle mechanical and visual maintenance.
  - Responsible for vehicle schedules and for assuring that individuals operating any YMCA vehicle are appropriately trained.
- **Department Budget and Action Steps**
  - Participate in the annual planning process by developing annual action steps and translating these into an annual Facilities Department budget.
  - Monitor this budget on a monthly basis and operate within the approved guidelines.
- **Building and Property Committee**
  - Develop and nurture a relationship with the Building and Properties Committee.
  - Meet with this group on a regular basis (at least 6 times per year).
- **Customer Service**
  - The Operations Director serves as part of the YMCA's Leadership Staff team. Recognizing that the standard of member service is excellence, the Operations Director will base judgments and actions on what best serves YMCA members (customers). The Operations Director will bring courtesy and professionalism to all interactions with members, guests, and volunteers.

### **ADDITIONAL DUTIES:**

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- Responsible for annual maintenance shut down, including timeline development, coordination with applicable department staff, and timely communication to members in coordination with the Marketing Director.
- Knowledge of state and federal safety guidelines including those related to OSHA and HIPAA and ensuring YMCA adherence and that material safety data sheets are maintained.
- Ensure compliance with insurance requirements as they relate to the department.
- Complete applicable youth abuse prevention training and other related trainings.
- Performs other duties as assigned.

**PHYSICAL DEMANDS:**

- Lifting – ability to lift up to 50 lbs. to perform daily duties.
- Body Positions – physical ability to perform daily procedures by being able to stand for long periods of time, climb, repetitive bending, crawling, reaching and grasping, pushing and pulling objects, lifting, repetitive arm movements
- Walking of the entire facility and grounds daily to conduct detailed safety and maintenance inspections.

**WORK ENVIRONMENT:**

- Noise Level – Moderate to loud
- Exposure to the elements including sunlight, wind, rain, and snow
- Some confined and dark spaces
- Exposure to Chemicals/Dust/etc.
- Rapidly changing work environment

**GENERAL GUIDELINES:**

- The Operations Director is on call 24/7 in the event of a building or property emergency.
- The Operations Director will be involved in regularly scheduled staff meetings.
- The Operations Director will participate in trainings as needed or required, by mutual agreement with the CEO.
- Duties may be expanded or changed as deemed necessary by the CEO.

**SIGNATURE:**

I have reviewed and understand this job description.

\_\_\_\_\_  
Employee's name

\_\_\_\_\_  
Employee's signature

Today's date: \_\_\_\_\_