Job Description

Northfield Area Family YMCA

Job Title: **Birthday Party Specialist**

FLSA Status: Non-exempt Job Grade: 1

Status: P/T Department: Youth Development

Reports to: Program Director Revision Date: 12.01.21

**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. Responsible for setting up birthday parties, hosting and running all party activities and clean up after parties. Position includes communications with parents/guardians and active engagement with youth during event. Responsible for creating a welcoming and safe environment for all members/guest of all backgrounds and abilities.

**ESSENTIAL FUNCTIONS:**

1. Provides high quality customer service to all members, guests, and children involved in birthday party.
2. Sets up community room and all other party areas for parties and cleans up after the party
3. Communicates with parents or party host the day of the party, to meet the needs and expectations of each party.
4. Ensures check out procedures are followed and payment is made with each party for any additional guests.
5. Problem solves and responds in an appropriate and respectful manner to any questions or concerns brought forth by members, staff, kids, or guests.
6. Troubleshoots problems that arise, appropriately handles all incidents, communicates with supervisors and coworkers clearly and effectively.
7. Follows all YMCA policies, rules, regulations, and procedures including emergency and safety procedures. Completes incident reports as necessary in a timely manner.
8. Ensures professional presentation of equipment, supplies, staff appearance, and locations at all times
9. Ensures youth are tracked properly through registration system and procedures.

**YMCA COMPETENCIES (Leader):**

*Mission Advancement:* Accepts and demonstrates the Y’s 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.

**REQUIRED QUALIFICATIONS:**

1. Must be at least 16 years of age.
2. Minimum of 1 year of experience working in child care or youth programs for ages infant – age 12.
3. Ability to interact comfortably with youth and parents at a fast pace.
4. Ability to work with a diverse community.
5. Ability to lead programs and demonstrate and participate in a variety of recreation activities to include physical and nonphysical activities.
6. Excellent communication and customer service skills
7. CPR, First Aid, AED, and Bloodborne Pathogens, Child Abuse Prevention certifications (within 30 days of hire).

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee is often required to sit; balance; stoop, kneel, crouch, or crawl; and stand/walk/run for extended periods of time. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific abilities required by this job require the visual, auditory, and verbal ability to clearly watch and listen to individual and groups of children at near and distant ranges. Ability to work weekends and evenings. Most parties take place Friday – Sunday time frames.