



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## Central Connecticut Coast YMCA Position Announcement

Job Title: Operations Director II  
Salary Range: \$55,500 - \$59,500  
FLSA: Exempt – Full-time

Reports To: District Executive Director  
Work Location: Valley YMCA  
Work Schedule: Varies due to needs

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### A Career with a Cause:

At the YMCA, strengthening community is our cause. Our mission is to put Judeo-Christian principles into practice through programs that build healthy spirit, mind, and body for all. The Y strengthens the foundations of communities and families through our key areas of focus; youth development, healthy living, and social responsibility and our core values of caring, honesty, respect, and responsibility. We are committed to this cause because a strong community is achieved when we invest in our children, health, neighbors, and values.

**We are welcoming:** we are open to all. We are a place where you can belong and grow. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

### Position Summary:

This position supports the mission and work of the Y, a leading nonprofit, charitable organization. The Operations Director at the Central Connecticut Coast YMCA stewards the Y's cause, promoting and protecting the brand and reputation as a global, inclusive organization within the community. The Operations Director oversees the operations of the assigned YMCA branch and gives leadership to the development and direction of the facilities, program operations, fiscal management, volunteers, and staff; all of which support the Real-Time Strategic Plan. The Operations Director participates in volunteer and staff development, financial development, and collaboration with community stakeholders. The Operations Director provides direct leadership and assures an environment of trust and respect for all in line with YMCA of the USA guidelines and association policies in accordance with their training. This results in cause-centered culture that is welcoming, genuine, hopeful, nurturing, and determined.

### Salary and Benefits:

- Salary Range: \$55,500 - \$59,500 per year, Exempt
- YMCA Retirement Fund Contribution: 12%
- Health Insurance (3 plans with significant employer contribution for employee's premium)
- Training and development including conferences, workshops, and membership in professional organizations

### Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The essential functions of this position include, but are not limited to the following:

- Models and teaches the YMCA core values of caring, honesty, respect, and responsibility with members, colleagues, staff, guests, volunteers, and vendors.
- Develops, maintains, and facilitates positive relationships with and between volunteers, members, program participants, staff, and colleagues at all levels of the organization; helps participants and families connect with each other and the YMCA.
- Leads day to day operations of the branch and oversees all branch facility changes and communicates effectively. Provides leadership, supervision, and direction in program and facilities management for assigned branch.
- Supports the implementation and evaluation of all operational components of the YMCA's Real-Time Strategic Plan as it relates to assigned branch.
- Responsible for overall supervision and support of branch leadership staff and follows and implements policies and procedures. Leads, supports, supervises, and develops staff in support of the strategic plan.
- Communicates with members, peers, staff, and participants in a timely and professional manner as it relates to branch responsibilities in support of a positive experience with the Y.
- Ambassador of all YMCA programs and member engagement that fosters loyalty among those we serve.
- Supports with achieving fundraising goals for the Annual Campaign.
- Represents and promotes the YMCA in the local community and develops positive working collaborative relationships with community agencies.
- Oversees, evaluates, and grows all branch programs ensuring community needs are met and risk management is in place in accordance with YMCA guidelines; and through motivational support and guidance that supports members, program participants, and staff in achieving their goals.
- Supports with coordination of branch strategic planning efforts by assisting with developing the annual operation plan that ensures continued growth in Real Time Strategic Plan goal benchmarks.

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- Develops, manages, and monitors the branch operating budget and meets or exceeds budget targets.
- Ensures the safety, risk management, and maintenance of high quality facilities, grounds, and equipment. Ensures maintenance and upkeep is maintained as required by the Central Connecticut Coast YMCA, local and county health departments, and The YMCA of the USA. Works closely with the District Facility Director or Facility Director to assist with the maintenance and repair of all equipment and facilities.
- Follows association guidelines to develop, promote and market, and manage branch programs and offerings in a manner consistent with YMCA core values. Leads the development and implementation of membership recruitment, retention, and orientation strategies.
- Actively participates as a member of Association Quality "Q" teams and Y management in support of the overall objectives of the YMCA.
- Knows, implements, follows, and enforces all YMCA policies, guidelines, regulations, and procedures, including emergency and safety procedures, those for the prevention of child abuse, and staff expectations as required by the YMCA, licensing, and the state health department, and supports other staff to do the same.
- Pursues training opportunities that support the work of the YMCA and enhances personal and professional growth.
- Attends all mandatory meetings and trainings.
- Serves as Manager on Duty per branches' schedule.

#### **YMCA Leadership Competencies:**

- **Engaging Community:** Builds bridges with others in the community to ensure the Y's work is community-focused and welcoming of all, providing community benefit
- **Developing Self & Others:** Develops self and supports others (e.g.; staff, volunteers, members, program participants), both formally and informally, to achieve their highest potential
- **Communication & Influence** Listens and expresses self effectively and in such a way that engages, inspires, and builds commitment to the Y's cause
- **Fiscal Management:** Manages the Y's resources responsibly and sustains the Y's nonprofit business model
- **Program/Project Management:** Ensures program or project goals are met and intended impact occurs

#### **Experience, Education and Qualifications:**

- Bachelor's degree in human services, recreation, business or a related field, or equivalent, preferred.
- YMCA Team Leader or Multi-Team Leader certification preferred.
- Five or more years of management experience, preferably in a YMCA or other nonprofit agency.
- Ability to direct assigned operations including volunteer development, supervision of staff, development and monitoring of budgets, marketing and public relations, and program development.
- Preferred knowledge of, and previous experience with, diverse populations.
- Ability to establish and maintain collaborations with community organizations.
- High level of computer competency, including Microsoft Office.
- Demonstrates excellent planning, organizational, time management, and attention to detail, with the ability to handle multiple projects with minimal direction.
- Possesses and demonstrates excellent customer service, decision-making, problem solving, team building, and critical thinking skills.
- Demonstrates leadership skills in an outgoing, friendly, assertive, professional, and mature manner.
- Proven effective communication skills to inform, counsel, motivate, and support members and staff.
- Ability to read, interpret, and effectively communicate, document, train, and instruct employees on the benefits of the YMCA.
- Ability to solve problems by taking a leadership role in handling a variety of situations, problems, issues and/or complaints from employees as they arise.
- Knowledge of nonprofit and/or YMCA operations
- Possesses a general knowledge and understanding of the YMCA, its goals, and its mission.
- Able to work a flexible work schedule.

#### **Trainings & Certifications:**

- Must complete online Blood borne Pathogens, Employee Safety, and Hazard Communication trainings prior to initial start of position.
- Must complete other New Employee Orientation and department onboarding prior to initial assignment to position.
- Must complete Child Abuse Prevention and Mandated Reporter trainings prior to initial assignment to position.
- Must hold and maintain CPR, AED, and First Aid certifications prior to initial assignment to position, required for Manager on Duty responsibilities.
- Must complete Emergency Oxygen Administration Certification within the first 90 days of employment.
- Must complete YMCA Multi-Team Leader Certification within the first 3 years of employment.

#### **Effect on End Results**

This position strongly impacts the effectiveness with which the Central Connecticut Coast YMCA accomplishes its mission. The role requires that the Operations Director be committed to delivering high quality results, building positive relationships, maintaining a safe environment, and fostering a healthy community for all. The Operations Director ensures that:

- The branches meet or exceed goals and objectives
- Growth is seen in the program and membership enrollment and quality in accordance with annual targets.
- Strong relationships with employees and positive branch image is developed
- Seen as a role model and effectively incorporates the core values of caring, honesty, respect, and responsibility into the daily operations of the branch.
- Develops and maintains relationships that inspire trust and confidence.
- Staff and members are meeting both personal goals and those established by the YMCA for their personal development.
- Branch operating budget is well managed and stays within income goals
- All employees, members, and volunteers feel supported and welcome
- All staff embody the mission and values of the YMCA
- All programs and membership are conducted according to the YMCA of the USA standards.

**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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to type, handle or feel; and reach with hands and arms. The employee must frequently lift and/or move up to 15 pounds and occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Position requires sitting for extended periods of time and repetitive data entry.

**Work Environment:**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. This job also operates in a recreational and educational environment. This role has routine contact with standard sports and recreation equipment such as gym equipment, sports equipment. At times, employees may be exposed to undesirable working conditions, communicable infectious diseases, and risk of injury from others. All employees are required to follow the preventative health policies of the YMCA at all times. The noise level in the work environment is moderate.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

**Association Profile:**

- The CCCY is a YMCA North American Network Y (one of the 70 largest Ys in North America) with an operating budget of \$28M.
- The Y delivers a full range of youth development, healthy lifestyle, and aquatic programs and services at our nine full-facility branches, two youth and community centers, and our resident camp in The Berkshires of Massachusetts. Through our Alpha Community Services Y Branch, we lead the way in affordable supportive housing initiatives in Bridgeport and New Haven.
- The CCCY serves portions of Fairfield and New Haven Counties with a population of 850,000 including twenty-five towns and cities (Bridgeport and New Haven). Some suburban towns are 95% Caucasian and have median incomes of \$180,000. Bridgeport and New Haven include strong minority communities where 50-75 different languages are spoken. Median income in Bridgeport and New Haven is \$30,000. Our service area is a true example of the "two Connecticut" with people of great wealth neighboring cities with many living in poverty.
- Steadily improving financial performance with recent balanced budgets including full funding of depreciation on contribution to reserves.
- 1,700 committed volunteers who donated 35,000 hours of service in 2016.
- 150 full-time and 1,000 part-time employees.

**Websites for More Information:**

[www.cccymca.org](http://www.cccymca.org)  
[www.brbc.org](http://www.brbc.org)

**Application Information:**

Submit a cover letter, resume, and four references by **February 15, 2019** to Joshua R. Royce, District Executive Director at [jroyce@cccymca.org](mailto:jroyce@cccymca.org)