



Silver Bay YMCA

Position: Security/Utility

Position reports to: Director of Hospitality Services & Hospitality Services Supervisor

Classification: Part Time

Mission: The mission of Silver Bay YMCA is to foster a lifelong sense of belonging, strengthen relationships, and nurture spirit, mind, and body for all.

Vision: The vision of Silver Bay YMCA is to be an outstanding family conference center that provides quality services in a historically rich setting and is recognized as a welcoming community that connects generations, develop leaders, creates world mindedness, and feeds the soul.

General Function: To ensure the comfort and safety of guests, members, employees and property of Silver Bay and to also ensure the cleanliness of public spaces including restrooms, meeting spaces and lobbies. You are expected to assist Front Desk and Hospitality Services in the delivery of all guest requested items and have the ability to handle minor maintenance requests as well as taking control of any security and emergency issues.

Know How: The incumbent must be in good physical health and able to climb ladders, stairs, walk to outbuildings and locations, lift and move up to 50 pounds and perform other manual tasks. This position requires the ability to respond to guest needs and staff with courtesy and professionalism. The incumbent must have or learn computer skills in order to use programs such as email, Maestro and Facility Dude in order to have a good understanding of what and when spaces are in use so they can be secured and opened for the groups as well as tidied up and to generate work orders for repairs that you are not able to complete.

Must have CPR/AED and First Aid certification or have the ability to be trained. A valid driver's license is required.

The ability to read and write English and interpret oral and written informational data is required and a minimum of one-year experience in the Security and Maintenance field is preferable but not required. A high school degree or equivalent is desired, but not required.

Principle Activities:

- Foot, golf cart and vehicle patrol of interior and exterior assigned route to secure buildings at the beginning of the shift as well as to ensure the safety of all people and property. Proper logging and documentation of building checks, tasks completed and nightly reports are required.
- To enforce the rules, policies and procedure such as swimming without a lifeguard on duty and to respond to and to act as a first responder to medical emergencies providing care until the ambulance arrives.
- To take control of situations such as water leaks and alarms and to assist with crowd control and traffic control during any emergencies.
- Responsible for the nightly tidying up of public spaces including restrooms and lobbies per checklist.
- Deliver to guest rooms - cots, cribs, blankets etc. as they are requested by guests in a timely manner.



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Principle Activities:

- Generate work orders for maintenance or housekeeping issues that you are not able to complete so the Maintenance Director and the Hospitality Services Director are aware of them.
- Turn in daily/nightly checklists to the Hospitality Services Director at the end of every shift, making sure they are clear and complete. Generate a general report that is emailed to both the Hospitality Services Director and Front Desk.
- Complete accident and incident reports as needed and turn in to both the Guest Services Director at the Front Desk and the Hospitality Services Director. This information needs to be clearly and concisely written, pictures and measurements must be taken for documentation as well.
- Assist CSU, Food Service and Maintenance with tasks, such as lighting fires, minor repairs, delivery and pick up of food and beverage set ups, turning on lights and sound equipment when needed for early morning or late night functions.
- Meet with Front Desk personnel at the beginning and end of shift to receive or pass on any pertinent information.
- Must be able to use initiative and independent judgment within established guidelines.
- Practice safe working practices when using cleaning chemicals, using ladders, using tools and vehicles.
- Must be able to handle pressure of working with high volume general public, constantly to occasionally depending our season.
- Any other duties as assigned.
- As a 24-hour operation all staff may be asked to work weekends, evening or night shifts and/or holidays in order to serve our members, guests, and program participants.

Dress Code:

The professional appearance of our staff reflects the responsible dedication of you, the staff member and Silver Bay. We expect your clothing to be clean and you to be neatly groomed when on duty. Staff are expected to wear their badge; staff shirt; black pants or shorts (no stretch or yoga style) with at least a 4 inch inseam; no cargo style pants or shorts, and closed toed shoes.

Submit Applications to:

twinchell@silverbay.org