

YWCA Oahu

Job Title: Member Services Monitor - Kokokahi

Employment Type: Part-Time

FLSA Status: Non-exempt

Department: Member Services Kokokahi

Reports To: Operations Manager

Job Summary

The Member Services Monitor is as a proud representative of the YWCA O'ahu and has daily interaction with the community, and ensures a welcoming and safe presence for the members and guests who enter our facility located in Kaneohe. This position is responsible for ensuring the mission, purpose, image and core values of YWCA O'ahu.

Job Summary

The Member Services Monitor is responsible for ensuring the safety, cleanliness, and operational efficiency of YWCA Kokokahi. This is done by supporting the building and grounds safety and security of an 11-acre site, located on Kaneohe Bay. Routine duties include site access supervision, security patrol, essential safety duties and maintenance, and essential emergency response and site supervision. Individual must have a proven record of emergency decision making, self-management, attention to detail, and ability to communicate orally with constituents and staff.

Essential Duties

- Greets all members and guests as they enter the property when able; confirms authorized access based on property protocols set by management; directs visitors to appropriate destinations within the property.
- Patrol the property on foot or vehicle, secure the premise and access points, and enforce policy
- Monitors parking lot's for permitted and unauthorized vehicles
- Monitors facility and surroundings with alertness to dangerous situations in order to assure safety of all members and guests.
- Able to communicate verbally, including projecting the voice across distances.
- Able to handle irate, complaining individuals without internalizing or personalizing comments made.
- Remain physically able to demonstrate and perform rescue and lifesaving skills.
- Responsible for the rescue and emergency care of any accident victim in and recording such incidents on report forms.
- Responsible for preventing accidents by encouraging situations that are within guidelines of established safety procedures.
- Responsible for notifying supervisor of any broken or unsafe equipment and taking it out of service until repairs are made.

- Responsible for abiding by YWCA O'ahu policies and procedures, and all State, County, and City Codes as applicable
- Responsible to investigate, document and report security and safety needs for buildings and grounds, and equipment.
- Responsible to report any suspicious incidences to management in detail.
- Responsible to conduct regular and random patrols around the business building and perimeter.
- Responsible to investigate security and safety complaints or concerns about the property, and recommend corrective action.
- Responsible to report trespassers and remove people who violate the rules of the location they secure.
- Responsible to act in a lawful manner while in defense of the property, staff and environment they are in charge of.
- Report safety concern, security breaches and unusual circumstances both verbally and in writing.

Secondary Duties

- Develops meaningful and sustainable relationships with members, donors, and volunteers, and maintains cooperative working relationships with all staff, volunteers and tenants.
- As assigned by Manager, assist other departments in support duties for short term and long term tenants, volunteer activities, and special events.
- Performs all other duties as assigned by Supervisor, and leadership.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Education

This position requires a high school diploma (or GED or high school equivalence certificate).

Behavioral Characteristics

- Attention to Detail - Job requires being alert about surroundings and identifying potential dangers.
- Social Orientation - Job requires excellent customer service skills, preferring to work with others rather than alone, and being personally connected with others on the job.
- Cooperation - Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Dependability - Job requires being reliable, responsible, and dependable, and fulfilling obligations.

-Self Control -- Ability to diffuse high-tension situations carefully following agency protocol, maintaining composure even in very difficult situations.

Language Skills

- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Interpreting the Meaning of Information for Others - Translating or explaining what information means and how it can be used.

Reasoning Ability

- Problem Sensitivity -- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Getting Information -- Observing, receiving, and otherwise obtaining information from all relevant sources.

Computer Skills

- Basic computer skills to manage time sheet, agency communications via email and text.

Certification and Licensing

- Must have valid Hawaii State Class A Drivers License.
- Background check and drug testing may be required for hire.
- YWCA Oahu will furnish cost for all trainings required. Required to pass other certification and/or trainings, such as Emergency Preparedness, Fire Safety, General Safety Training, Hazard Communications (GHS) OSHA-10, CPR/First Aid, and other safety trainings and professional development, as required.

Tools & Technology

- Requires daily use of personal smartphone (defined as mobile device that combines cellular and mobile computing functions into one unit) for the purpose of communicating with supervisors and

vendors, payroll and routine schedules, daily on-site coordination, documenting unsafe facilities conditions with video and photographs, and other tasks as assigned.

- Operates vehicles and other facility equipment as needed.

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

While performing the duties of this job, the employee is:

- frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; climb or balance; stoop, crouch, or crawl; talk or hear.

- occasionally exposed to taste or smell. The employee must:

- regularly lift and/or move up to 25 pounds.

- occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include:

- close vision; distance vision; color vision; peripheral vision; depth perception; ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is:

- occasionally exposed to climb or balance.

- regularly exposed to outdoor weather conditions.

The noise level in the work environment is moderate noise.