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| **Job Description**  **Manager On Duty** | | | | | | | | |
| Reports to: Member Services Manager | | | | Agency: HealthWorks | | | | Location Code: 6 |
| The Mission of SHARE is to identify, develop and foster programs and services that further the health and well-being of the people of our community and surrounding areas. | | | | | | | | |
| **Position Summary** | | | | | | | | |
| Responsible for providing continuous administrative coverage during weekend hours of operation and occasionally cover for Member Services on as needed basis. In the Executive Director’s absence, the MOD will be responsible for insuring overall adherence to established policies and procedures, and that quality standards are met on an ongoing basis. | | | | | | | | |
| **Position Classifications** | | | | | | | | |
| Primary Classification:  Non-Exempt - Part-Time | Pay Frequency:  Bi-Weekly - Hourly | | | | | | Safety Sensitive:  No | |
| Benefits Eligible:  No | Driver Status: Non-Routine  *May rarely drive* | | | | | | Random Testing:  Yes | |
| EEOC Classification:  Administrative Support | SOC Code:  43-1011 | | | | | | Job Title ID:  HFCMS-7 | |
| **Qualifications** | | | | | | | | |
| Must have a High School Diploma or GED. Minimum of 2 years customer service experience required | | | | | | | | |
| **Certifications** | | | | | | | | |
| CPR/First Aid Certification must be obtained within 90 days of hire. The cost for external CPR certification will be reimbursed by HFC if internal CPR certification is not available. | | | | | | | | |
| **Physical and Mental Requirements** | | | | | | | | |
| **Light Work**  Involves exerting up to 20 pounds of force occasionally or up to 10 pounds of force frequently, or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Sedentary Work. Even though the weight lifted may be only a negligible amount, a job/occupation is rated Light Work when it requires: (1) walking or standing to a significant degree; (2) sitting most of the time while pushing or pulling arm or leg controls; or (3) working at a production rate pace while constantly pushing or pulling materials even though the weight of the materials is negligible. (The constant stress and strain of maintaining a production rate pace, especially in an industrial setting, can be and is physically demanding of a worker even though the amount of force exerted is negligible.)  **The minimum requirements of this position require this individual to:**   * Hear alarms/telephone/normal speaking voice * Have good manual dexterity * Have clarity of vision with/without corrective lenses * Be able to negotiate stairs in the event of an emergency or power outage | | | | | | | | |
| **Other Requirements for Continued Employment** | | | | | | | | |
| * Must be available to work Saturday’s and Sunday’s as scheduled during hours of operation in a regular rolling rotation with other MOD’s * Must provide and use personal transportation * Must complete annual training * Must be able to treat ALL people with respect and courtesy without bias or discrimination     ALL SHARE employees are required to keep informed of and comply with the non-discrimination policy as stated: SHARE does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law in admission or access to or treatment or employment in its programs or activities. The President/CEO of the SHARE FOUNDATION, has been designated to coordinate efforts to comply with the Americans with Disabilities Act of 1991 which prohibits discrimination on the basis of handicap or disability. | | | | | | | | |
| **SHARE IMPACT Values** | | | | | | | | |
| The values of SHARE are:  **Integrity - Motivated - Professionalism - Adaptability - Compassion - Teamwork**  Your behavior and the values you demonstrate in the workplace have a direct IMPACT on mission fulfillment, the work environment and the people you serve. You will be evaluated on the demonstration of these values in the performance of your work and in your daily interaction with others. You must be successful in both the demonstration of these values and the successful performance of the essential job functions required on this job description. | | | | | | | | |
| **Evaluation Instructions**  **Evaluation Key**: Met **(M)** Needs Improvement **(NI)** Not Met **(NM).**Complete electronically or in ink. Do not erase or use white out and initial any corrections. Give a key for all requirements. Include documentation for NI or NM keys in the comments field. Document any goals that are set during the evaluation. Give employees the opportunity to make comments or to respond in writing. Complete the recommendations section. Signatures are required from the supervisor and the employee. | | | | | | | | |
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| **Essential Job Functions**  To perform this job successfully, an individual must be able to perform each of the following Essential Duties satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the Essential Duties of the position, provided it does not create an undue hardship on SHARE. | | | | | | | | |
| **Requirement** | | | **Key** | | **Evaluation Comments** | | | |
| Greet members and staff with exemplary service, a smile and empathy. Realize and support HFC philosophy that members are individuals and their needs come first. | | |  | |  | | | |
| Verify the accurate completion of all opening and closing procedures. | | |  | |  | | | |
| Assure that all scheduled staff is on time and in uniform. | | |  | |  | | | |
| Locate a replacement for any employee that no-shows/call in and fill-in until appropriate staff arrives. | | |  | |  | | | |
| Conduct tours of the facility as requested and close sales as needed. | | |  | |  | | | |
| Assist with birthday party operations as needed. | | |  | |  | | | |
| Periodically walk through the building for the purpose of insuring facility cleanliness and overall quality control. These inspections should take place at least three times during each day. | | |  | |  | | | |
| Pick up trash from parking lot at beginning of the shift. | | |  | |  | | | |
| Complete MOD Summary and present key summary points at weekly meeting. | | |  | |  | | | |
| Check in members verifying member status with computer system and video ID. | | |  | |  | | | |
| Register guests using guest log, and waiver forms. Collect passes and fees. | | |  | |  | | | |
| Carry out all point of sale transactions according to established procedures being responsible for cash drawer reconciliation at end of shift. | | |  | |  | | | |
| Develop proficiency in the operation of the front desk computer hardware and software, telephone system, and all office equipment. | | |  | |  | | | |
| Handle incoming telephone calls, take accurate messages and distribute appropriately. Also communicate information through training, meetings and other forms of media. | | |  | |  | | | |
| Keep up to date on all center rules, programs, costs, hours of operation, special events and staffing personnel, and give out accurate information to all inquiries. Keeps up to date on emergency response plan. | | |  | |  | | | |
| Complete incident, injury forms as necessary. | | |  | |  | | | |
| Work on Saturday’s and Sunday’s in a rolling rotation with other MOD’s. Be willing to cover for Member Services Staff as needed. | | |  | |  | | | |
| Assist in Juice Bar when needed as temporary coverage or as extra help when traffic is high. | | |  | |  | | | |
| Work in a constant state of alertness and in a safe manner. | | |  | |  | | | |
| Perform other duties as assigned or requested. | | |  | |  | | | |
| Demonstrate an understanding of how SHARE’s IMPACT values help achieve our mission to identify, develop and foster programs and services that further the health and well-being of the people of our community and surrounding areas. Demonstrate those values on a daily basis and be willing to overcome behaviors that negatively impact relationships with co-worker’s and the people we serve. | | |  | |  | | | |
| Adhere to all SHARE Foundation and HealthWorks Policies and Procedures. | | |  | |  | | | |
| **Evaluation Summary** | | | | | | | | |
| **Met last year’s goals:** | | | | | | | | |
| **Evaluation Goals for Up Coming Year:** | | | | | | | | |
| 1. | | | | | | | | |
| 2. | | | | | | | | |
| 3. | | | | | | | | |
| 4. | | | | | | | | |
| **Recommendations:** | | | | | | | | |
| **Employee Comments:** | | | | | | | | |
| By signing this job description, I understand that it is a summary of the typical functions of the job, not an exhaustive or comprehensive list of all the possible job responsibilities, tasks, and duties I may be asked to perform. I will be required to perform other responsibilities, tasks and duties that may differ from those outlined in this job description when they are assigned. This job description should not be construed to imply that these requirements and functions are the exclusive standards of this position. The essential classification(s) functions or primary responsibilities of this position are subject to change at any time without notice. I understand that I will be expected to fulfill the essential functions, responsibilities, tasks, behavioral expectations and other duties when assigned to my employer’s satisfaction and at its discretion. This job description is not an employment contract and employment is for no fixed term and may be discontinued with or without cause or notice, by me or my employer, at any time.  **Employee Signature: Date:** | | | | | | | | |
| **Supervisor Signature:** | | | | | | **Date:** | | |
| **ED Review:** | | **Date:** | | | | **HR Review:** | | |