

Employee Name:



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.

Job Description Manager On Duty

Reports To: Administrative Director	Location: 6
Type of position: Hourly	Grade: 27
Benefits Eligible: No	ID: 61
Routine Driver	Tier: 2
EEOC Classification: Service Worker/Non-Supervisory	

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.

Qualifications

Must have a High School Diploma or GED. Minimum of 2 years customer service experience required

Certifications

Current certification in CPR and First Aid required must be obtained within 90 days of hire. The cost for CPR certification will be reimbursed by HFC.

Physical Requirements

Light Work: Sitting/standing, exerting up to 20 lbs, occasionally, and/or 10 lbs. frequently.

The minimum requirements of this position require this individual to:

- Perform repetitive tasks and/or motions
- Hear alarms/telephone/tape recorder/normal speaking voice
- Have clarity of vision with/without corrective lenses
- Ability to negotiate stairs

Other Requirements

- **Must be available to work Saturday's and Sunday's in a regular rolling rotation with other MOD's**
- Must have valid Current Driver's License
- Furnish own transportation
- Must maintain current automobile insurance coverage
- Must keep informed of and comply with the non-discrimination policy as stated: SHARE does not discriminate on the basis of race, color, national origin, handicap or age in admission or access to or treatment or employment in its programs or activities. The current President / CEO of 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

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.

Essential Job Functions

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 consummate 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, ParQ, 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 gives 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		
Perform any other duties as requested by the Executive Director		
Adhere to Policies and Procedures		
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 punctuality, attendance and absenteeism policies		
Adhere to dress code standards		
Provide proof of current valid driver's license and current automobile insurance to SHARE administration		

each time documents renew		
<p>This job description 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. The responsibilities, tasks and duties of the jobholder of this position may differ from those outlined in this job description and other duties, as assigned, may be part of this job. This job description should not be construed to imply that these requirements and functions are the exclusive standards of this position.</p>		
Evaluation Summary		
Met last year's goals:		
Evaluation Goals for Up Coming Year:		
1.		
2.		
3.		
4.		
Recommendations:		
Employee Comments:		
Employee Signature:	Date:	
Supervisor Signature:	Date:	
ED Review:	HR Review:	

IMPACT Values

Employee Self-Evaluation

SHARE's **IMPACT** values are the principles and ideals that bind the SHARE Foundation together including patients, members, customers, clients, employees, vendors, and all stakeholders. In an ever-changing work environment these core values are constant. They underlie our work and how we interact with each other. They are the expected behavioral standards we abide by in our everyday work life. Your supervisor will evaluate you in these areas on your performance evaluation and it will be part of the consideration for merit increase. You are being asked to take some time for self-reflection and to complete a self-evaluation. Please describe how you feel you demonstrated **IMPACT** values in this evaluation period. To help you get started, each value has an example statement to help you think about each value. Please feel free to describe how you demonstrate **IMPACT** values in your own words.

Integrity

Example statement: When on the job I demonstrate that I do the right things by:

Motivated

Example statement: I show commitment to doing the best work the right way by:

Professionalism

Example statement: At work I demonstrated the following behaviors that are a model for others to follow:

Adaptability

Example statement: I have shown that I am flexible and open to change by:

Compassion

Example statement: I demonstrate how people (patients, members, students co-workers) matter to me by:

Teamwork

Example statement: Here are some ways that I demonstrated my willingness to share ideas, contribute the quality of the department along with my co-workers by:

Employee Signature: _____