



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

YMCA of Greater Kalamazoo Job Description

Job Title: Support Services Director

Status: Full time, Salary Exempt

Salary: \$50,000 - \$60,000 plus generous benefit package

Reports to: VP of Support Services/CFO

POSITION SUMMARY:

The YMCA of Greater Kalamazoo is seeking an experienced, analytical, and energetic professional to join its management team as our Support Services Director. Under the leadership of the VP of Support Services, the Support Services Director will provide leadership and be responsible for the operation of Payroll and Reporting. They will supervise and provide consultation to management on strategic staffing plans, compensation, benefits, training and development, budget, and labor relations.

OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **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.

ESSENTIAL FUNCTIONS:

- Annually reviews and makes recommendations to Association for improvement of the organization's policies, procedures and practices on payroll reporting and accreditation matters.
- Maintains reporting for human resources, benefits and accreditation compliance.
- Communicates changes in the organization's personnel policies and procedures and ensures that proper compliance is followed.
- Assists Association in the annual review, preparation and administration of the organization's wage and salary program.
- Coordinates or conducts exit interviews to determine reasons behind separations.
- Recommends, evaluates and participates in staff development for the organization.
- Participates in committees and special projects and seeks additional responsibilities.
- Collaboratively works with YMCA leadership to oversee compensation and benefit programs, including job description and classification, salary structure and salary adjustments.
- Collaboratively works with YMCA leadership to oversee benefit plan communication, enrollment and administration. Assesses the competitiveness of human resources programs and practices against the relevant markets and makes recommendations for improvements and changes.
- Collaboratively works with the Human Resource Specialist to provide and maintain payroll and provide staff with the related statistics and reports.
- Collaboratively work with the Human Resource Specialist to develop and maintain a human resource information system that meets the organization's personnel information needs. (Paycom)
- Leads assigned aspects of the Annual Campaign.
- Fulfills Director on Duty responsibilities when assigned.



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QUALIFICATIONS:

Cause-Driven Leadership Competencies:

- **Communication and Influence:** Listens and expresses self effectively and in a way that engages, inspires and builds commitment to the Y's cause.
- **Functional Expertise:** Executes superior technical skills for the role.
- **Developing Self and Others:** Develops self and supports others (e.g. staff, volunteers, members, program participants), both formally and informally, to achieve their highest potential.
- **Critical Thinking and Decision Making:** Makes informed decisions based on logic, data, and sound judgment.

Qualifications:

- Bachelor's degree in related field preferred or equivalent combination of education and experience.
- Current knowledge and understanding of regulations, industry trends, current practices, new developments, and applicable laws regarding human resources.
- Proficiency in business and human resources related computer applications, which may include talent management systems, time and attendance systems, etc.
- Must have good interpersonal, public relations and communications skills, including the ability to make presentations.

WORK ENVIRONMENT & 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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device.
- The employee frequently is required to sit and reach and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 20 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate.

All YMCA Staff are mandated by law to report child abuse and neglect to Child Protective Services. Such reports can be made verbally at 1-855-444-3911. Staff will also report suspected abuse or neglect to their supervisor, senior management, or Human Resources.