



## POSITION DESCRIPTION

**TITLE:** Unit Director

**REPORTS TO:** Director of Operations, Matt Krantz

**FLSA:** Exempt  Non-Exempt

**WAGE RANGE:** Based on experience, min. \$18

**EMPLOYMENT TYPE:**  Full-time  Part-time  
 Regular  Temporary

### **Job Summary:**

A Boys & Girls Clubs of Harrisonburg and Rockingham (BGCHR) Unit Director manages Club-wide daily operations with primary concerns for programs and service delivery ensuring his/her Club is operating safely, efficiently and effectively in all areas and is following all policies, standards, and procedures as well as the BGCHR mission.

The Unit Director represents their Club to members, parents, staff, school personnel, law enforcement, community agencies and leaders, organizations, and visitors who come in contact with the Club. As such a high level of positive and professional behavior is expected to maintain and to grow these partnerships.

The Unit Director oversees staff and manages schedules and assists in hiring. The Director ensures his/her Club maintains compliance with all state childcare licensing requirements, including staff-to-children ratio, staff training hours, etc. The Director performs related administrative duties such as: facility management, budgeting, completion of reports, and membership recruitment and tracking.

### **Essential Job Responsibilities:**

1. Customer and Personal Service: Serve Club members, parents and other staff best practices in customer and personal services. This includes professional behavior at all times and “service with a smile,” as well as customer needs assessment and evaluation of customer satisfaction. Measurements include the BGCA annual NYOI survey and assessment.

2. Administration and Management: Knowledge of business and management principles involved in planning, resource allocation, human resources, leadership technique, and coordination of people and resources. Measurements include Club growth using Average Daily Attendance and membership retention.
3. Communication: Clear concise use of words, grammar and tools to properly communicate services to our families, staff, volunteers and the public. Fluency in a language other than English, particularly Spanish, is encouraged but not required.
4. Education and Training: The Director creates and schedules all programming for their Club. Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects is expected at some level for the Unit Director. Experience in learning behavior and/or human psychology is relevant for our Clubs, as well.
5. Club Safety and Security: Each Club is assessed for safety following BGCA, Federal, and local guidelines for the safe operation of a youth service development organization. BGCHR seeks an individual with knowledge of and experience with relevant equipment, policies, procedures, and strategies to promote the protection of people, data, property, and institutions.
6. Personnel and Human Resources: A successful candidate will demonstrate experience creating and leading teams. The Club/Unit Director should have experience with personnel recruitment, selection, and training. The Unit Director oversees paid staff and volunteers, maintaining general and emergency information as well as training records on file. Keeps track of and approves of staff scheduled work time and submits time-sheets for payroll purposes maintains files.

**Additional Responsibilities:**

1. Oversees special programs and/or events (i.e. Torch Club, Keystone, Youth of the Year and Awards Programs), and participates in the implementation of other Club activities as necessary.
2. Handle deposits and banking transactions when necessary (i.e. field trip fees received or donations received at the Club).

**Demonstrated Skills are needed in:**

- Customer and Personal Service: demonstration of providing services with professionalism, patience, kindness and respect.
- Computer software: Experience using databases, email, Microsoft suite including word documents, spreadsheets a must with some social media experience. Experience with Member Tracking a plus.

- Communication: Ability to demonstrate excellent oral and written communication using various tools such as text, formal letter, and verbally.
- Personnel: Demonstrated ability to recruit, manage and retain staff/team members. Experience with negotiation and active listening (conflict resolution). Social perceptiveness, good judgement and decision making are essential for the job.
- Behavior: The Unit Director must have mastered time management, creativity, grace under pressure, a sense of humor, and self-control. Honesty and integrity are essential.
- Clerical: The position is highly dependent on paperwork therefore the Unit Director must have experience creating and managing files and records.

**Preferred Skills and Knowledge:**

- Knowledge of the mission, objectives, policies, programs and procedures of Boys & Girls Clubs, or of the principles and practices of similar non-profit youth development organizations.
- Knowledge of the Standards for Licensed Child Day Centers.
- Demonstrated ability to effectively manage budgets and control expenses.
- Current CPR and First Aid Certifications.
- Fluent in Spanish

**Requirements:**

- Bachelor's Degree in education or other complimentary field and/or certifications stated in accordance with VDSS requirements for licensed facilities.
- Dependable transportation.
- Ability to occasionally travel to out of town meetings, conferences, and professional development training which may require overnight stay(s).
- Work an average of 40 hours per week.
- Physical requirements include sight, hearing, standing and walking for long periods, climbing, bending, kneeling, reaching, pushing, pulling, and other physical ability necessary to have complete knowledge of and access to the youth and to the surroundings available to the youth we serve.
- Ability to lift 40 lbs.
- Minimum 21 years of age

***Disclaimer:***

*The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.*