



POSITION: Supervisor and Youth Mentor
REPORTS TO: Program Manager
HOURS / WEEK: Part-time
SALARY: \$19/hour

GENERAL RESPONSIBILITIES: Under general supervision of the Program Manager, the Supervisor oversees daily operations on the floor; providing leadership, supervision and member behavior management to create a safe, healthy and age-appropriate environment for teens and staff. The Supervisor will act as a Facility Attendant when needed and ensure adherence to Chop's policies and the Member Code of Conduct.

KEY RESULT AREAS:

- Sets a positive example in conduct and personal habits.
- Inspects and monitors premises to ensure safety and security during operating hours and at events
- Provide a welcoming atmosphere, keeping members moving into Chop's or on to their next destination.
- Follows the proper procedures for opening and closing the building, including ensuring staff in all program areas also follow the Opening and Closing checklists for their areas.
- Ensures effective communication between all staff.
- Supervises staff; carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Ensures program staff maintains a positive, helpful rapport with members while maintaining a safe and respectful environment.
- Promotes appropriate programs and activities to members while on duty.
- Actively participates in, and supervises Chop's programs and activities.
- Communicate pertinent information to Program Manger to ensure all staff have the tools needed to provide program and activities.
- Responsible for enforcing Chop's Code of Conduct, safety and emergency procedures.
- Reports and logs all incidents and notifies the appropriate staff.
- Utilize member database systems to keep current on member behavior and health concerns provided by parents.
- Make necessary phone calls home to alert member families of any behavior concerns.
- Responsible for addressing complaints and resolving problems.
- Serve as guide for tours during open hours of operation.
- Make recommendations for member and employee recognitions.
- Support administrative team with additional tasks as needed.
- Serves as after-hours facility attendant as needed.

MINIMUM QUALIFICATIONS:

- ✓ At least 21 years of age.
- ✓ Experience supervising staff and events.
- ✓ Knowledge and experience working effectively with, and relating to, teens ages 12 to 18.
- ✓ Fingerprint clearance through California Department of Justice.
- ✓ First aid and CPR certification required with 90 days of employment.