

MOKENA COMMUNITY PARK DISTRICT

JOB TITLE:

The Oaks Recreation and Fitness Center

DEPARTMENT: The Oaks Recreation & Fitness Center

REPORTS TO: Manager of Recreation Facility Operations

SCHEDULE: Full Time - Hours vary

Non-exempt position - Hours may include evening or weekend hours

SALARY: Starting pay rate range is \$22.00 to \$24.00 hourly and is commensurate with experience and qualifications of the successful candidate.

SUMMARY

Under the direction and supervision of the Manager of Recreation Facility Operations, the Guest Services Supervisor is responsible for overseeing the daily operations of guest services and rentals for The Oaks Recreation and Fitness Center, Yunker Barn and other district rentals. This role ensures exceptional customer service, effective management of rentals, and accurate maintenance of related paperwork. The Supervisor will provide a safe, welcoming environment for all members and visitors while ensuring compliance with district policies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Include, but are not limited to:

Team Supervision:

1. Hire, train, oversee and manage the performance of the Oaks Customer Service Desk Associates.
2. Schedule staff shifts and ensure adequate coverage during peak times.
3. Process and review reservations and contracts for rentals at The Oaks, Yunker Barn and Splash Pad.
4. Oversee and input registration entries, daily guest operations, fitness memberships and all other transactions.
5. Work the customer service desk as needed to cover vacations, other absences and peak times.
6. Review membership and change forms prior to filing.
7. Assist in resolving issues related to memberships, billing, and facility usage.
8. Promote fitness center programs, services, membership options, and rentals.
9. Give tours of The Oaks and Yunker Barn to potential members and renters.
10. Be knowledgeable of all aspects of facility operations in order to assist other staff when needed.
11. Approve staff payroll bi-weekly.
12. Conduct regular performance evaluations and provide constructive feedback.
13. Keep staff well-informed and conduct staff meetings.
14. Provide feedback and take immediate action to recognize achievements or address problems.

Customer Service:

1. Ensure high standards of customer service are maintained at all times.
2. Greet members and guests in a friendly and welcoming manner.
3. Address member inquiries, concerns, and feedback promptly and professionally
4. Develop and implement strategies to enhance guest satisfaction.

Rental Management:

1. Coordinate with guests to guarantee a seamless and enjoyable rental experience.
2. Manage rental paperwork and maintain accurate records of transactions and inventory.
3. Support rental operations and programs by setting up or breaking down tables and chairs when needed.
4. Assist with post-rental inspections and manage refund requests for security deposits.

Administrative Duties:

1. Prepare and maintain accurate reports related to guest services and staff performance.
2. Handle administrative tasks including scheduling, record-keeping, and communication.
3. Ensure compliance with all district policies, procedures, and regulations.
4. Assist in budgeting and financial tracking in areas of responsibility.
5. Prepare reports and documentation as required by Manager of Recreation Facility Operations.
6. Assist with the Insurance Reimbursement programs, including but not limited to, visit tracking and submission, maintaining accurate records, and hosting "Silver Sneaker get togethers".
7. Assist with membership retention programs.
8. Administer the Locker Rental program for members.

JOB DESCRIPTION: GUEST SERVICES SUPERVISOR

- 9. Cancel memberships in a timely fashion and report information to the Fitness & Wellness Supervisor and the Accounting/Payroll Coordinator.
- 10. Serve as Manager on Duty as needed.
- 11. Work Park District Special Events.
- 12. Perform other duties as required.

Training and Development:

- 1. Develop and implement training programs for new and existing staff.
- 2. Stay updated on industry trends and standards to provide relevant training and updates.
- 3. Foster a culture of continuous learning and improvement.

Collaboration:

- 1. Work closely with other departments and management to ensure seamless operations and coordination.
- 2. Participate in meetings and contribute to the development of policies and procedures.

QUALIFICATIONS:

- 1. High school diploma or equivalent; additional education or certification in hospitality, or related field preferred.
- 2. This individual must be able to perform each essential duty satisfactorily.
- 3. The ability to organize a wide range of tasks efficiently.
- 4. Initiative and independent work habits are a must.
- 5. Proven experience in a supervisory or managerial role, preferably in guest services or a similar environment.
- 6. Strong communication, problem-solving, and organizational skills are essential.
- 7. Ability to handle multiple tasks and prioritize effectively.
- 8. Proficient in using office software and systems for scheduling and reporting.
- 9. Knowledge of Microsoft Office software.
- 10. CPR/AED/First Aid certified.
- 11. A valid Illinois State Driver's License is required.
- 12. Employment is contingent upon a satisfactory criminal background check and a pre-employment physical.

WORKING CONDITIONS AND PHYSICAL EFFORT:

- 1. While performing the duties of this job, the individual is regularly required to sit; use hands to handle and feel objects and equipment; reach with hands and arms; and talk and hear.
- 2. The individual is frequently required to stand, walk, stoop, kneel and crouch.
- 3. While performing the duties of this job, the employee may be required to lift items up to 40 pounds.
- 4. Ability to concentrate and accomplish tasks despite interruptions.
- 5. Must be able to work evenings and weekends.
- 6. The noise level in the work environment is quiet to moderate.
- 7. Capable of lifting and carrying equipment or supplies as needed.

PSYCHOLOGICAL CONSIDERATIONS:

- 1. Individual must have the ability to deal with people under occasional stressful situations.
- 2. The ability to work without direct supervision and assign appropriate priority to tasks.
- 3. The ability to perform required duties with initiative, good judgment, accuracy, persistence, integrity, dependability, tact and courtesy.

COGNITIVE CONSIDERATIONS:

- 1. Ability to perform a variety of tasks, often changing assignments on short notice.
- 2. Ability to prioritize tasks and demonstrate organizational skills.
- 3. Must possess a high level of verbal communication skills.
- 4. Aptitude for detail, recall and figures essential.
- 5. Must be able to follow directions, exhibit good problem-solving abilities and good judgment, and work within the guidelines and policies set forth by the Mokena Community Park District Board of Commissioners.

CONDITIONS OF EMPLOYMENT:

- 1. Must pass a pre-employment criminal background check.
- 2. Ability to appear on time for work and notify the appropriate individual if unable to work.
- 3. Ability to establish and maintain an effective working relationship with other employees and the public.
- 4. Ability to work a flexible schedule depending on facility needs, which may include holidays.

I, _____, have read and understand all aspects of this job description and accept the duties as set forth.

Signature

_____/_____/_____
Date