



Rental Services Supervisor - Full Time Exempt

Elk Grove Park District

Contact Name: Christy King

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Closing Date:

Salary: \$42,294 - \$52,000

Description:

For more information and to apply please visit our website at:
<https://www.elkgroveparks.org/employment-careers-jobs>

JOB SUMMARY

Under general direction, responsible for the overall success of the rentals department. Securing facility rentals and group bookings of assigned areas inclusive of a mix of seasonal and year round operations. Responsible for the efficient process of recruiting, supervising, scheduling, training, and development of rentals staff in order to best represent the district. Responsible for managing special requests for rentals beyond the booking system.

ESSENTIAL JOB FUNCTIONS

Manage communications of facility rental and group visit inquiries following Elk Grove Park District customer service standard in formats of phone, email, web submissions communication.

Create relationships with potential repeat clients for facility reservations.

Selling of any additional opportunities for increased experiences for parties / rentals.

Organizes and supports sales blitz and outbound communications to advertise facility offerings.

Managing special rentals such as internal bookings for coordinators, corporate rentals, gymnasiums, room and gazebo rentals, preschool groups, dance groups, NWSRA, etc.

Managing the ordering of beverages and other items from vendors, as needed.

Assist Pirates Cove and Rentals Manager to increase revenue for unoccupied spaces (gymnasiums, dance studios, rooms.. etc.) by soliciting and advertising availability to outside businesses and groups.

Processing of contracts using RecTrac (web based registration system).

Responsible for billing, collection, refunds, and reconciliation of all rental contracts/accounts associated with the department within a timely manner.

Provide reports of bookings through use of RecTrac.

Responsible for the hiring, training, development and evaluation of rentals staff.

Process all paperwork for new employees throughout their employment inclusive of: change of address/phone updates, raise review and termination submittals.

Participate in managing employee payroll for rentals staff.

Develop schedules for all rentals staff, including immediate changes due to added/deleted bookings. Be available to work parties if needed.

Assist Rentals and Pirates Cove Manager with evaluations of rental staff.

Assist in the development and implementation of other types of parties.

Communicate with building custodial and maintenance staff in preparation for rentals.

Send out and track customer comment logs and surveys.

Assist with tracking revenue and attendance numbers.

Assist with the planning and implementing of monthly special events.

Performs the job safely and in compliance with District policies, procedures, and safety rules.

Be familiar with the safe operation of any equipment necessary in accomplishing required tasks.

MINIMUM QUALIFICATIONS

Excellent organizational and communication skills required.

Sales or customer service experience with event/hospitality space.

Skilled in working with computers and software.

Ability to demonstrate effective decision making and problem solving skills.

Good knowledge of pertinent safety precautions.

Ability to maintain positive and effective working relationships with other employees.

EDUCATION AND EXPERIENCE

The above knowledge and skills may be demonstrated by a minimum of two years' work experience in an office environment, experience using RecTrac is a plus. Education in an accredited college or business management school may be substituted for office work experience. Banquet/rental experience preferred.