



Coordinator, Membership & Guest Services

Centers, LLC - Health, Fitness & Recreation Center

Contact Name: Rob Huizenga

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Contact Phone:

Closing Date:

Salary: \$43,000 - \$47,000

Description:

Founded in 1998, CENTERS is the first company in the United States organized to provide management services for university recreation.

The Coordinator of Membership & Guest Services for CENTERS @ Moraine Valley Community College is responsible for the functional operations for the department as it relates to membership, access control, and guest services. Responsibilities include leadership and management of student, faculty/staff, alumni, and community access; customer service and equipment issue operation; and part-time employee training and development.

Core Responsibilities:

Provide leadership and management of the welcome desk operation to include staffing, policies & procedures, access control, customer service, membership sales, program registration and equipment issue.

Develop script for and direct all training for comprehensive facility tours.

Develop and enforce policies and procedures for the Recreation Center (court rules, facility space priorities, facility access, membership rules, etc.).

Lead and support department events targeting students, faculty/staff, and the community.

Support the Senior Assistant Director with all cancellations, freezes, and other membership management needs.

Administrative Responsibilities:

Responsible for the preparation, forecasting and monitoring of income and expense budgets as it relates to areas of responsibility.

Responsible for the supervision and training of part-time employees within scope of facility areas.

Responsible for ensuring areas of responsibility stay in line with current trends.

Oversee policies and procedures development for all areas of responsibility.

Manage budget, strategic planning, and assessment as it pertains to the facilities area.

Prepare regular written communication such as monthly and annual reports, financial and participation reports and equipment inventory reports.

Learn and become proficient in the use of RecAutomation software.

Learn and become proficient in all membership procedures and processes.

Other duties as required.

Minimum Requirements:

Bachelor's degree or 4 or more years of relevant work experience required; Master's preferred.

At least two years of professional member & guest services experience preferred.

Experience working in a collegiate/community recreation environment, strong communication and presentation skills.

Demonstrated experience within facility operations.

Knowledge of standard practices and demonstrated experience in recreational sports.

Leadership and supervisory abilities.

Ability to work as part of, and lead a team that collaborates effectively with colleagues.

Entrepreneurial spirit and enthusiasm.

Analytical skills to: identify problems, assess alternatives, and render consistent, logical decisions.

Ability to thrive in an environment that values high expectations, accountability, and balanced lifestyle choices.

Current American Red Cross CPR/AED/FA certification (or willing to obtain).

CENTERS is an equal opportunity employer.

To apply visit: <https://careers-centersusa.icims.com/jobs/2686/coordinator---membership-%26-guest-services/job>