



FT Asst. Facility Manager - Fitness Operations Glen Ellyn Park District

Contact Name: Lynn Wiltfong

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Closing Date:

Salary: \$54,000- \$64,000/yr. depending on qualifications

Description:

LOCATION: Ackerman Sports & Fitness Center, 800 St. Charles Rd., Glen Ellyn, IL 60137

The Ackerman Sports & Fitness Center is looking for a highly motivated team player with the ability to deliver a high level of interactive customer service, recruit new members while developing and maintaining collaborative relationships, hire, train, and lead friendly and effective staff, communicate effectively, as well as proactively solve problems. Amenities include a 7,000+ square foot fitness center, 3 court gymnasium, elevated indoor walking track, recently renovated sports training center with batting cages, etc., group fitness studios, a full-size indoor turf field, outdoor fitness stations, and more. Must be energetic and resourceful with the desire to elevate our fitness center to the next level. The ability to work in a fast-paced environment and offer a flexible schedule is essential.

JOB SUMMARY:

Under the direction and supervision of the Facility Manager, the Assistant Facility Manager – Fitness Operations is responsible for overseeing the daily, seasonal, and yearly operation of the Ackerman Sports & Fitness Center including group exercise and fitness programming, personal and athletics team training, as well as fitness desk and floor operations. Primary responsibilities include customer service, staffing and scheduling, membership sales and marketing, innovative program development, and other services to promote health and wellness to members as well as the community in a safe, productive environment. Will work closely with the Facility Manager to facilitate member retention strategies to include facility tours, appreciation days, regular incentive activities, holiday specials, and other events while also handling account issues and adjustments. Will perform ongoing analysis of membership status to identify trends and respond in a timely and effective manner. Responsible for fitness staff recruitment, training, and oversight on an ongoing basis while providing clear direction, role modeling, and ongoing support and mentoring. This position must be fully aware and knowledgeable of market competition, industry trends and standards and proactively adjust accordingly. During the Outdoor Aquatics season, will assume Asst. Aquatics Manager duties and serve as back-up to the Special Facilities Manager as needed. Other duties include but are not limited to updating brochure content, public relations/marketing, performance management, program instruction, budgeting, purchasing, inventory and equipment maintenance, and other duties as assigned. Lastly, the Assistant Manager of Fitness is a member of the ASFC leadership team and is expected to be knowledgeable and engaged in all facets of facility operations under the direction of the Facility Manager. Will serve as Manager on Duty for assigned shifts and in the absence of the

Facility Manager. This is an at-will position.

HOURS: We will attempt to provide as regular a schedule as possible, however, there will be an expectation to work early morning, closing, and weekend shifts to provide full-time facility oversight as much as possible, flexibility to observe operations and staff at various times, and participate in programs, special events, or address other needs. Flexibility in your work schedule is essential.

EDUCATION, EXPERIENCE, AND TRAINING:

The ideal candidate will be a high-energy and driven individual who is service-oriented, passionate about fitness, and well-organized. Must be a self-starter who is dependable, flexible, and able to work independently and be part of the team. Capacity to work and thrive in a fast-paced environment is essential with the ability to shift gears and prioritize appropriately. Strong leadership and customer service skills with the ability to exhibit authority are essential. A Bachelor's degree in Recreation, Kinesiology, Physical Education, Sports Management, or a related field is preferred or an equivalent combination of education, training, and experience. Requires at least three years of experience in a supervisory capacity, preferably in a fitness center. Nationally certified group exercise instructor in at least three areas of group fitness with a minimum of three years of instruction preferred. Personal Training certification from an accredited program is also preferred with experience working with clients in a one-on-one and group setting a plus. Must be a continuous learner and remain current on industry standards, practices, and trends. Experience and understanding of customer service, budgeting, personnel procedures, safety, and program planning are required. Excellent computer skills with proficiency in MS Office Suite (Word, Excel, and Outlook) as well as database applications. Recreation Software experience is preferred, with ActiveNet experience highly desired. Strong business sense, with excellent analytical and accounting skills, attention to detail, and cash handling experience required. Ability to project a professional attitude and appearance and act calmly and efficiently under pressure or in difficult situations. Must have CPR/First Aid certification or receive within 3 months of hire. Must have a valid driver's license and provide own transportation. Available for flexible work schedule, including evenings, early mornings, and weekends. Will be required to pass a post-offer background check and pre-employment physical with drug screen.

The Glen Ellyn Park District is a local governmental agency serving residents of the Village of Glen Ellyn and portions of neighboring communities. It provides a wide range of recreational services, athletics, and leisure activities to its citizens, with opportunities for all ages and abilities. The Park District has 29 parks that are meticulously maintained for the community's use in both unstructured recreation and for programmed events. The District operates one outdoor aquatic facility, two recreation centers, three athletic field complexes, 23 playgrounds, two lakes, the Ackerman Sports & Fitness Center, Holes and Knolls Miniature Golf Course, Maryknoll Splash Pad, and the recently renovated Lake Ellyn Boathouse. We are an Equal Opportunity Employer, and our mission is to "foster diverse, community-based leisure opportunities through a harmonious blend of quality recreation programs, facilities, and open space which will enhance the quality of life into the future." We welcome you to apply to become a part of our great TEAM!

BENEFITS WE OFFER:

- Medical Coverage (PPO or HMO option)
- Dental Coverage with Orthodonture
- Prescription Coverage
- Vision Plan (Reimbursement or Managed Care)
- Employer Paid Life Insurance & other optional insurance plans
- Free Fitness Membership and Wellness Program
- Pension / Defined Benefit Plan (IL Municipal Retirement Fund)
- Short- and Long-Term Disability (IMRF)

- Paid Time Off (vacation, sick, holidays)
- Professional Membership and ongoing training
- Tuition Reimbursement Program
- Employee Assistance Program

To apply for this position, go to www.gepark.org/jobs or directly via:
<https://www.applitrack.com/gepark/onlineapp>

Please complete an employment application online and include a resume and cover letter. Thank you!