



## **Assistant Director, Membership Services**

Centers, LLC - Health, Fitness & Recreation Center

**Contact Name:**

**Contact E-mail:**

**Contact Phone:**

**Closing Date:**

**Salary:** Starting at \$50,000

### **Description:**

CENTERS, LLC is a professional management firm specializing in facility, operation, and program management for higher education. CENTERS' management approach is customized for each client yet retains our uniform quality. Our firm unites site staff with a centralized administrative team, each contributing to the firm's goals and client needs. The CENTERS team is innovative, entrepreneurial, trail-blazing, and ambitious for both CENTERS and our clients. Today, CENTERS provides management services for 11 clients.

### **Responsibilities**

#### **Job Summary:**

The Assistant Director of Membership Services will provide leadership and management of the Membership Services desk, Pro Shop, and KidRec (childcare) daily operations through staffing, policies and procedures, access control, billing, customer service, and sales. This position will supervise 15-20 part-time Membership Services and KidRec employees. In addition, the Assistant Director of Membership Services will monitor and process membership and KidRec usage, provide excellent customer service, and assist with daily cash-handling and reconciliation duties.

Built in 2014, the Health, Fitness & Recreation Center at Moraine Valley Community College is a 113,000 sq. ft. building offering the latest equipment, fitness spaces, and technology to students and the community. The facility is also the home of Moraine Valley Athletics and several academic programs and courses. Facility features include a large fitness center, 4 group fitness studios, a 3-court gymnasium, and an aquatics complex.

### **Essential Functions:**

Learn and become proficient using RecAutomation, an online member management platform; Conduct and oversee monthly billing audits to ensure proper automatic payments; Lead the development of a comprehensive membership retention program; Oversee and manage our member rewards program through Perkville; Schedule clients for the Learn to Swim Program; Prepare and deliver required and requested reports and data to the client and CENTERS central office; Conduct annual member survey and evaluation; Work with professional staff colleagues to develop programs targeted toward generating membership sales; Manage budget and strategic planning for areas of responsibility; Participate in CENTERS meetings and trainings, setting CENTERS standards for operations, and innovation

Supervisory Responsibilities: Hire, train, supervise, evaluate, and provide direction for Membership; Services and KidRec part-time employees; Manage bi-weekly payroll for direct reports

Site Specific Responsibilities: Represent FitRec at campus events as needed; Serve on various committees representing FitRec for both Moraine Valley Community College and CENTERS

Education and Experience: Bachelor's degree OR 4+ years of work experience required; Master's preferred; Knowledge of standard practices and demonstrated experience in customer service; Leadership and supervisory experiences; Collegiate and/or community recreation work experience preferred; Experience using facility member management software such as ClubAutomation or RecAutomation preferred

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