



Membership Services Supervisor

Elmhurst Park District

Contact Name: Dan Roelofs

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Closing Date:

Salary: \$52,784 DOQ

Description:

Apply on-line at: <https://elmhurstpark.bamboohr.com/careers/127>

WHO WE ARE:

The Elmhurst Park District, established in 1920 and located 16 miles west of Chicago, provides parks, recreation facilities and programs to meet our mission of enriching lives while having fun! We serve residents of the Elmhurst community as well as residents of neighboring towns!

We have an exciting full-time job opportunity for a Membership Services Supervisor to join our team and be part of an organization that values being community focused, providing customer service excellence, working with integrity, and having fun! We are looking for someone who will help us achieve our vision of becoming a national leader in providing parks and recreation experiences to our community.

WHAT YOU'LL DO:

Supervise, plan, develop, manage, implement, and maintain operation of the Membership Services Team at the Courts Plus fitness facility

Plan, coordinate, and supervise Service desk, Registration desk, and Manager on Duty day-to-day operations and services

Supervise, develop, implement and track membership sales and retention with Membership Associates

Collaborate with other Courts Plus Supervisors to provide "A Game" customer service excellence to members and staff

Assist in customer service handling in the area of customer use issues

Oversee Registration, CRM and Mobile App software use

WHAT YOU'LL BRING:

Bachelor's degree in Recreation, Business, Marketing, Communications, or related field, or equivalent work experience, with 2 years of supervisory customer service experience and 4 years of experience in sales, marketing, writing, editing, lead generation, and special event management

A positive attitude, customer service excellence, and passion for health and wellness

Ability to establish and maintain relationships both on the phone, through email and in person

Excellent sales and negotiation skills

WHEN YOU'LL WORK:

Workweek is generally Monday – Friday with some evening and weekend work when needed.

WHAT YOU'LL GET:

The anticipated starting pay for this exempt position is \$52,784.

In exchange for your time and talent, we offer a generous benefit package, including:

Defined contribution medical insurance plan (5 plan options), Dental insurance plan, Vision insurance plan, District paid life insurance, Participation in IMRF (retirement, disability, death benefits), Vacation days, personal days, sick leave and 9 paid holidays!, Sick bank leave, paid parental leave and paid bereavement leave, Employee Assistance Program (EAP), Two deferred compensation programs (VOYA & Nationwide), Voluntary Supplemental insurance coverage for short-term disability, accident, hospitalization, Get Paid Daily with "On-Demand Pay", Flexible spending accounts for unreimbursed medical and dependent care, Free family Courts Plus Membership and Pool Passes!, Free/discounted District programs, merchandise and concessions, Educational assistance/tuition reimbursement, Professional organizational membership, Values Recognition Program, Service Awards Program, Employee social activities, Credit Union (Central Credit Union of Illinois)