



Customer Experience Supervisor

Glenview Park District

Contact Name: Demi Cruz

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Contact Phone: 224-521-2045

Closing Date:

Salary: \$58,000-\$62,000

Description:

JOB SUMMARY

Responsible for overseeing front desk operations and the overall customer service experience within the Glenview Community Ice Center. Provides information to customers on programs and amenities including but not limited to programs, special events, public skate, party packages, ice rentals, fees and policies / procedures. Conducts research and makes recommendations to help launch and improve existing programming, customer service initiatives, and process efficiencies. Oversees and processes transactions while maintaining integrity of the data base information. Direct supervisory responsibility for several part time customer service representatives.

QUALIFICATIONS

Bachelor's Degree required, preferably in the area of parks & recreation, education, business, or related field. At least 3 years of related experience. Supervisory experience required. Critical thinking, analytic ability, excellent communication and organizational skills, strong technical ability (MS Outlook and MS Office) all required. Professional certification(s) and/or active membership in a professional association desirable. Valid Illinois driver's license required.