



Customer Care Supervisor

Arlington Heights Park District

Contact Name: Amy Lewandowski

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Contact Phone:

Closing Date:

Salary: \$55,918-\$59,359

Description:

Do you love creating engaging experiences and ensuring excellent customer service? The Arlington Heights Park District is looking for a Customer Care Supervisor to lead the charge! You'll develop and implement fun customer initiatives across our facilities and parks, ensure customer service branding consistency, create and analyze surveys to keep us at the forefront of the industry and so much more. Make your mark by joining our dynamic team!

JOB SPECIFIC INFORMATION

- Creates and implements District-wide fun and engaging customer care initiatives at various facilities and parks including themed holiday activities, National Customer Appreciation Day, and other national recognition days
- Develops and administers a staffing plan and consistent training to effectively deliver excellent frontline customer service
- Coordinates and ensures marketing materials are displayed appropriately and accurately in various facilities and parks
- Develops, executes, and analyzes District surveys including but not limited to event exit surveys, customer satisfaction surveys, program satisfaction surveys, etc.
- Works closely with the Director of Marketing & Community engagement on numerous community outreach activities
- Ensures an outstanding customer experience that supports the Arlington Heights Park District brand with great service, friendly and pleasing environments, open communications, and efficient, organized operations at all agency locations
- Continually improve customer service methods by pursuing trends and innovations in technology, training, and operations in the service sector industry
- Assists with the development and execution of current and existing business sponsorships, partnerships, and the recruitment and retention of the District volunteers
- Attends District and other community special events

This position must possess the following qualifications:

- Strong knowledge in customer service standards
- Strong knowledge of communication of writing, editing, and proofreading

- Good knowledge of public speaking and demonstrates public speaking skills
- Proficient in analyzing and problem solving
- Proficient in Microsoft Word, Excel, and PowerPoint

BENEFITS WE OFFER

- In exchange for your time and talent, we offer a generous benefit package, including:
- Medical, Dental and Vision coverage
- Life Insurance (basic & voluntary additional coverage)
- IMRF Defined Benefit Pension
- Short- and Long-Term Disability (IMRF)
- 457 and ROTH 457 Defined Contribution Plans
- Medical and Childcare Flexible Spending Accounts
- Paid Time Off (sick, vacation and Floating Holidays)
- Credit Union
- PPE Reimbursement
- Park District facility and program discounts
- Paid Parental Leave

AHPD OVERVIEW

The Arlington Heights Park District (AHPD) is a public park and recreation agency located in Arlington Heights, Illinois—one of the largest communities in Chicago's prestigious northwest suburban corridor. Our mission is to enrich the community by providing fun, accessible and impactful recreation and facilities for every age and season. However you choose to recreate, we have something for you. We aim to serve everyone equally and fairly across our 29 facilities—including five community centers with outdoor pools, Arlington Ridge Center, two tennis clubs, two public golf clubs, Lake Arlington, Arlington Heights Historical Museum, and Senior Center—and 58 parks across 716 acres of land. In our 95-year history, we have earned multiple distinctions recognizing our high-quality standards of excellence, including three National Gold Medal Awards, maintaining a Moody's AAA bond rating for nine years, and receiving multiple awards for fiscal responsibility.

If you are interested in applying click the link below:

<https://ahpd.bamboohr.com/careers/128>

The Arlington Heights Park District commits itself to diversity, equity, and inclusion to create a mutually respectful, multicultural, and equitable environment.