



Customer Experience Supervisor at Glenview Community Ice Center

Glenview Park District

Contact Name: Demi Parkinson

Contact E-mail: demi.parkinson@glenviewparks.org

Contact Phone:

Closing Date:

Salary: \$61,000 and up, DOQ

Description:

JOB OPPORTUNITY with the Glenview Park District:

Customer Experience Supervisor

Glenview Community Ice Center

(Full-Time)

JOB SUMMARY

Responsible for overseeing the front desk team and 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, preferably in the area of parks & recreation, education, business, or related field preferred. Will consider significant and material experience in lieu of formal education. At least 3 years of related experience. Supervisory experience preferred. 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.

SCHEDULING, PAY & BENEFITS

This is a full-time exempt (salary) position working primarily Monday to Friday. The role requires flexibility to work nights and weekends based on staffing needs, special events and programming schedule. The successful candidate will be expected to have varied work times, including evenings and weekends, to ensure an active presence at programs, especially during key events such as the first week and last week of programs or leagues, as well as tournaments, competitions, shows, and community events. Target hiring begins at \$61,000 DOQ (commensurate with qualifications and

experience).

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

- Blue Cross Blue Shield PPO or HMO
- Express Scripts Prescription Coverage
- Delta Dental Coverage
- VSP Vision Coverage
- FSA Healthcare & Dependent Care Plans
- Life Insurance (basic & voluntary)
- IMRF Pension Plan and VAC
- Nationwide and ICMA 457 Plans
- Vacation Time, Sick Time, Personal Days
- Paid Holidays and Floating Holidays
- Park District Discounts and Benefits, including a **free fitness center membership, free summer camp for your dependent children, free outdoor pool admission**, and so much more!

TO APPLY

Visit us at www.GlenviewParks.org – click on “Jobs” at the top of the page.

APPLICATION DEADLINE:

First review of applicants Thursday, July 8th, interviews starting week of July 15th.

If interested, please apply early. The Glenview Park District is an Equal Opportunity Employer