



## **Facility and Operations Supervisor**

### **Park District of La Grange**

**Contact Name:** Dan Schaffer

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**Closing Date:**

**Salary:** \$50,000-\$60,000 DOQ

#### **Description:**

**JOB TITLE:** Facility and Operations Supervisor

**Department:** Recreation

**SUPERVISION:** Position reports directly to the Facility and Operations Manager

**FLSA:** Exempt

**We are seeking an energetic and dedicated professional to join our team. The position comes with excellent benefits, such as health, vision, dental insurance, IMRF pension and facility discounts and usage benefits. We provide outstanding continuing education opportunities and a flexible working schedule.**

#### **GENERAL PURPOSE:**

The Facility & Operations Supervisor is responsible for the overall operations and customer service of the Recreation Center, including the LaGrange Fitness Center. Tasks include primary liaison to patrons and staff for registration software, staff scheduling, creation, overseeing membership program, district-wide facility rentals, direct supervision and training of the front desk team members and "Manager on Duty" team members and other assigned part time team members along with point person for district open-gym offerings. The employee follows the overall goals and objectives, activities, services, policies and procedures as prescribed by the Executive Director upon policy approval by the Board of Commissioners.

#### **QUALIFICATIONS:**

A bachelor's degree in Recreation and Parks Administration or equivalent degree is preferred and/or three years supervisory and facilities experience. Ability to administer all functions of the Recreation Center as required by the Facility and Operations Manager. Basic understanding of computer operations including, but not limited to proficiency in word processing and data entry. Rectrac experience preferred. Experience with budgeting preferred. Experience with Membership based operations preferred. Experience with training and developing staff is required. Interested candidates must have a valid Driver's License. CPR certified or obtain within first 90 days, in addition becoming a CPR Instructor within first year.

#### **ESSENTIAL DUTIES:**

Responsible for organizing, implementing, evaluating, and maintaining supervision over the front desk staff, Manager on Duty program, all district memberships, all district rentals, point person for district open-gym opportunities, liaison for patrons and staff regarding district registration software.

1. Responsible for overall customer service as well as facility management and ensuring that patrons are adhering to facility guidelines.
2. Responsible for supervision and training of all full-time and/or part-time staff at the front desk(s), as well as managers on duty and other staff assigned.
3. Responsible for communicating, processing and approving all Park District facility rentals such as Banquet Facility, Party Rooms and Programming Rooms, park pavilions, park sports fields, affiliate group facility usage and procuring/processing facility rental payments.
4. Manages and oversees all district memberships (fitness, open gym, track, etc).
5. Performs various administrative duties including but not limited to all Park District registrations, scheduling of part-time staff, Rec Trac inquiries, payment plans, and cross training of other full-time front-line staff duties.
6. Responsible for creating and managing open gym schedule.
7. Assists with accepting, verifying and processing all program registrations.
8. Assists with maintaining a detailed schedule of all classes, seminars, organizations, and rentals in the Recreation Center.
9. Oversees the checking in customers for daily facility use, including the playground, track and open gym.
10. Produces a monthly board report; this includes financial reports for rentals and recreation center members.

#### **PERSONNEL MANAGEMENT:**

1. Recruits, interviews, selects, and supervises part-time personnel within the customer service office in consultation with the Facility and Operations Manager.
2. Ensures that the front desk is staffed during hours of operation. This includes finding a replacement for absent staff and filling in when needed in an emergency.
3. Evaluates employees' performance by completing regular evaluations. Overall supervision of employees and hold employees accountable for meeting deadlines.
4. Maintains and processes payroll.
5. Researches and prepares operating and procedural manuals for staff.

#### **FISCAL MANAGEMENT:**

1. Prepares and monitors budget for assigned areas, utilizing Tyler Technology
2. Complete competitive analysis to remain competitive.

#### **CUSTOMER SERVICE:**

1. Continually evaluate the effectiveness of the customer service-based programs, policies, and procedures from the standpoint of customer and participant response. Considering these findings make recommendations to the Facility and Operations Manager, as appropriate, to improve effectiveness and efficiency.
2. Provide input and program guidance to the Facility and Operations Manager for all programs, activities, and services assigned.
3. Ensuring a high-quality customer service experience and assure adequate customer service training for all employees.
4. Continually evaluates the effectiveness of the rental process and other procedures from the standpoint of customer and participant response.
5. Ensures a high-quality customer service experience for all patrons of the Park District.

6. Provides customer service training for the Park District of La Grange in collaboration with the Facility and Operations Manager.

For full job description and to apply, visit [www.pdkg.org](http://www.pdkg.org)

or

[https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails  
job=149248&clientkey=B92F750363D59632C8640E19294B6519](https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=149248&clientkey=B92F750363D59632C8640E19294B6519)