



Wellness Membership Manager

Wheeling Park District

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Closing Date:

Salary: \$53,000.00 - \$58,000.00 DOE

Description:

Job Title: Wellness Membership Manager

Job Status: Full Time – Exempt

Division: Administration

Primary Work Location: Community Recreation Center

Reports To: Wellness Manager

Supervisory Responsibility: None

Position Summary

The Wellness Membership Manager is responsible for overseeing front desk staff and operations along with overseeing the entire membership process: data entry; collections/NSF, installment billings, refunds, membership issues as well as interacting with club members directly and resolving billing issues. Accountable for training front desk employees on the process of selling memberships using RecTrac; working closely with the administration team on final billing collections, and assuring all memberships are secured and monthly billing and collections are completed in a timely, accurate manner. Supervisory responsibility for approximately 10 Fitness Attendants. The Wellness Membership Manager is under the direct supervision of the Wellness Manager but is granted opportunities for independent supervision.

Essential Job Duties

- In coordination with the Wellness Manager, assists in managing the operation of Health & Fitness Center including membership recruitment, retention and public relations (i.e. customer experience, member engagement events, corporate visits, etc).
- Works with the Wellness Manager to implement systems and procedures to capitalize on memberships and personal training.
- Acts as manager on duty in the absence of the Wellness Manager.
- Recruits, trains, schedules, supervises and evaluates part-time staff specific to the customer service desk of the health and fitness center including holding part-time staff meetings for Fitness Attendants.
- Oversee the processing of memberships including renewals, cancellations, and suspensions.
- Responsible for collections, monitoring installment billings, and processing refunds.

- Address member and guest inquiries, concerns, and feedback promptly and professionally.
- Assists the Wellness Manager in preparing annual budget projections and monitors revenue and expenses in areas of responsibility.
- Prepares monthly board reports, bi-weekly payroll, program evaluations, annual reports, and any special reports requested by the Wellness Manager or Superintendent of Recreation Programs and Facilities.
- Prepares seasonal information and creates publicity materials in cooperation with the marketing personnel.
- Maintains required records of programs and facilities, fees and participation statistics as required.
- Works cooperatively with Risk Management and conducts required training and safety programs as established and recognized by the Wheeling Park District.
- Utilizes district's computer software and systems applicable to area.
- Develops and maintains cooperative relationships with affiliated groups and community organizations.
- Ensures goals are being met within area of responsibility as well as being a productive team member to achieve division and department goals.
- Supports and exhibits the organizational values of respect, communication, integrity, innovation, recognition and appreciation, continuous learning, fun, empowerment and people.
- Must support and demonstrate organizational values and quality standards of the Wheeling Park District.

Marginal Functions

- Attends professional conferences and workshops to promote knowledge in related areas of responsibility.
- Attends all meetings when appropriate.
- Maintains a clean and organized work environment.
- Coordinate assistance as needed from Parks and Facility Services.
- Performs other duties as assigned from Supervisor such as special projects or tasks.

Position Requirements

Graduate of a college or university accredited by the U.S. Department of Education Bachelor's Degree in Recreation, Fitness Management, Business Administration or closely related field; a minimum of three (3) years of full-time relevant experience and supervisory experience with emphasis on providing excellent guest service and sales, or any equivalent combination of education, experience and training which provides the required knowledge, skills and abilities will be accepted. Previous experience in staff supervision.

Skills and Abilities

- Demonstrate consistent attendance and on-time arrival.
- A valid Illinois driver's license is required.
- Must be able to read, write and speak in English.
- CPR/AED certification or be able to earn within 60 days.

Knowledge

- Demonstrated knowledge and skill in managing a health and fitness facility.
- Understanding and working knowledge of best business principles, practices, and objectives of revenue generating fitness operations, and community recreation.
- Customer service experience required. Must ensure high standards of customer service are maintained at all times and have the ability to develop and implement strategies to enhance guest satisfaction.
- Supervisory experience required. Must possess the ability to hire, organize, direct and lead the work of subordinate employees for program responsibilities.

- Must have good oral and written communication skills; ability to work with minimal supervision, to solve problems and produce work on a timely basis.
- Demonstrated initiative, dependability, professionalism, resourcefulness, and management skills with the ability to work in a positive manner with the general public, Park District staff and Board of Commissioners.

Physical Requirements

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Required to sit, stand, walk, bend, climb stairs, twist, talk and hear; use hands and fingers to handle, feel or operate objects, tool, or controls and reach with hands and arms.
- Occasionally required to walk on uneven grounds.
- Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- Specific vision abilities are required and include close vision and ability to adjust focus.
- May occasionally lift and/or move up to 25 pounds.

Working Conditions

- Most activities will be performed indoors.
- Driving to other park facilities will require the worker to be outside.
- Employee may be exposed to cleaning agents and toner chemicals.
- Telecommuting eligible position

Rate of Pay: \$53,000.00 - \$58,000.00, DOE

In exchange for your time and talent, we offer a generous benefits package including: Medical Insurance: Blue Cross Blue Shield HMO, or PPO, Dental Insurance, Vision Insurance, Life Insurance, Pension/Benefit Plan (IMRF), and more.

Please complete the full application with the Wheeling Park District via the following link:
<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=148960&clientkey=07DEE904B0CEFE8BFD185D4FE939BC5F>