



Member Services Supervisor

Northbrook Park District

Contact Name: Shawn Bernaky

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Contact Phone:

Closing Date:

Salary: 58,656 - 68,500 DOQ

Description:

JOB STATUS: Full time **DIVISION:** Recreation **FSLA STATUS:** Exempt **JOB**
LOCATION: Techny Prairie Activity Center

Join our amazing team as a Member Services Supervisor. The Member Services Supervisor will be responsible for operational oversight and management of customer service and member experience at Techny Prairie Activity Center (TPAC). This role focuses on enhancing member retention, driving membership sales, and delivering exceptional fitness and customer service experience. In coordination with the Activity Center Manager and Fitness Supervisor, the supervisor oversees customer service, supports fitness programming, and oversees daily operations at the Customer Service desks, while actively sharing recommendations and addressing concerns. Responsibilities include planning, directing and evaluating facility usage, coordinating program and rental needs and ensuring effective operations to meet the community's needs. Work hours will fluctuate from normal business hours based on programs and special events; evening and/or weekend work will apply.

Essential Job Duties:

- In coordination with the Activity Center Manager and Fitness Supervisor, assists in managing the daily operations of Techny Prairie Activity Center, including membership recruitment, retention and public relations (i.e., customer experience, member engagement events, corporate visits, etc.).
- In coordination with the Activity Center Manager and Fitness Supervisor, develop and research member retention programs. Along with developing purposeful and forward-thinking strategies to enhance the TPAC membership experience.
- Oversee the day-to-day activities of the registration and fitness desk, along with customer service staff and member associates.
- Works regularly with the Fitness Supervisor to implement systems and procedures to capitalize on memberships and personal training.
- Network with members and guests to maximize referral opportunities and enhance member retention

- Report membership performance, including enrollment trends, patron wants and needs, and cost/profit margin; provide suggestions on programming and membership, focusing on continued growth and development of fitness services while ensuring competitive program pricing.
- Train staff to respond to various public inquiries and handle transactions regarding District programs and facilities; may act as a backup for staff; address escalated issues as needed.
- Work closely with the Office Supervisor, Registration Supervisor, and other District customer service staff to ensure consistency and communication throughout the district.
- Assist with the overall administration of the registration software, including program registration, membership management, point of sale operations, dues collection, and troubleshooting issues at TPAC.
- Recruit, select, hire, train, schedule, supervise and evaluate part-time and seasonal staff and volunteers; compile and review all necessary paperwork; monitor and approve staff work hours; and continuously develop staff by providing feedback and opportunities for growth.
- Evaluate and anticipate the community's recreation needs; review and evaluate current programs; work with staff to develop and implement programming to meet community needs; solicit input and feedback from patrons and staff.
- Manager guide content and website information for Techny Prairie Activity Center, ensuring accuracy and consistency across all platforms.
- Monitor building signage and information displays, including Reach screens, to ensure accuracy.
- Develop and continuously evaluate the birthday party program, including creating program offerings, scheduling staff to ensure full coverage during hours of operation, and coordinating the schedule in conjunction with facility programs and rentals.
- Manage event contracts/agreements; confirm proper documents are received and meet the District's contractual and insurance specifications; ensure contract terms are being followed; coordinate internal efforts in accordance with the contract/agreement terms to meet service needs.
- Create and administer operational/procedural-based training for staff, including the registration desk operations.
- Submit marketing requests as needed to promote programs, memberships or the facility.
- Prepare daily cash reports for the registration system.
- Oversee the daily utilization, maintenance and supplies for all general office equipment. Order supplies for TPAC and program areas, as needed.
- Provide support to programming staff to enhance the service provided to patrons.
- Prepare the budget for areas of responsibility; execute and maintain operations within the confines of the approved budget allotment; continually monitor and evaluate expenses.
- Prepare and submit check requests for invoices and reconcile purchase card transactions according to the District's Purchasing Policy.
- Enforce and communicate safety rules and procedures; address and correct unsafe conditions; address unsafe behavior.
- Report any work-related or patron injuries, incidents or unsafe conditions to supervisor; address unsafe conditions as appropriate; complete or review incident/accident report forms as needed.
- Respond to program and service feedback from members and guests, class participants, and staff, and report issues to the Activity Center Manager as needed.
- Act as backup for Customer Service, Member Associate, and Birthday Party Attendant employees and work with them regularly to ensure customer service and membership standards are met.
- Create and plan special events as the facility schedule permits.
- Assist with and/or attend District special events coordinated by other staff as required.
- Perform all job tasks in a safe manner.
- Perform other duties as assigned.

Benefits

All employees are eligible for the Recreation Benefits usage, which includes discounted and/or complimentary services, a Retirement Savings Option, and an Employee Referral program.

To view job description, click [here](#).

Qualifications

Associate's degree with major coursework in Recreation Management, Business Administration, Customer Service Management, Exercise Physiology, Kinesiology, or related field, including or supplemented by at least three (3) – five (5) years of experience in fitness and some experience with fitness membership sales/registration. Bachelor's degree preferred. Nationally recognized fitness certifications in personal training and group fitness are preferred but not required.

Skills & Abilities

- Customer service practices
- Fitness membership sales and philosophies
- Active listening
- Communicate effectively both verbally and in writing
- Proficient with Microsoft Office (Outlook, Word, Excel)
- Working proficiency in the use of technology systems
- Operate and understand the functions of office machines
- Critical thinking and problem solving
- CPR/AED Certification or ability to obtain within six (6) months of hire

Knowledge

- Knowledge of which exercises and sports are safe for people based on age and fitness level
- Fitness programming and safety standards
- Principles and practices of office management
- Software applications, such as for program registration, budget management and time and attendance management

Compensation & Hours:

\$58,656-\$68,500 per year

This is a full-time, exempt position, Monday – Friday with Evenings and Weekends as needed.

Physical Requirements

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job. Required to sit, stand, walk, bend, kneel, stoop, talk and hear; use of hands and fingers to handle, feel or operate objects, tools, controls or to demonstrate subject matter and reach with hands and arms. Must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job includes close vision and the ability to adjust focus. Work is performed indoors and outdoors.

To apply, please complete a job application at: <https://nbparks.co/memservsupervisor>

Our Mission: To enhance our community by providing outstanding services, parks, and facilities through environmental, social, and financial stewardship.

Northbrook Park District is an Equal Opportunity Employer