



## **Guest Service Manager**

### **Wheeling Park District**

**Contact Name:** Bella Allen

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**Closing Date:**

**Salary:** \$59,000 - \$65,000

#### **Description:**

**Job Title:** Guest Service Manager

**Job Status:** Full Time – Exempt

**Division:** Park and Recreation Services

**Primary Work Location:** Community Recreation Center

**Reports To:** Assistant Superintendent of Recreation and Facilities

**Supervisory Responsibility:** Part Time Guest Service Representatives

#### **Position Summary**

Responsible for oversight of the over-all Guest Service operation at Community Recreation Center (CRC); along with the program registration process. This is a full-time position. The employee is evaluated in terms of personnel management and quality external and internal customer service.

#### **Essential Job Duties**

- Hires, trains, supervises, schedules and evaluates Guest Service Staff.
- Maintains and updates the assessment procedure for Guest Service Staff.
- Administers employee assessment to determine staff knowledge of software systems.
- Continuing training of the Guest Service Staff throughout the year.
- Assist in developing and implementing business operations practices and procedures.
- Researches and prepares operating and procedural manuals for Guest Service Staff.
- Assist in developing and maintaining Guest Service standards established by the Park District.
- Assess the need for, initiate and respond to training needs for subordinate staff in Guest Service overall operation.
- Ensures goals are met within area of responsibility as well as being a productive team member to achieve department goals.
- Oversee third party billing and payment plans in cooperation with finance personnel.
- Develop comprehensive knowledge of Park District programs to respond to specific questions or direct guests to the appropriate staff member.
- Prepare bi-weekly payroll, budget information and other reports as assigned.
- Maintains and processes payroll.
- Participates in Park and Recreation Department special event planning and implementing as part of a committee.

- Assists with park district special events.
- Responsible for Guest Service daily cash handling.
- Administer Participant Payment Plans.
- Monitor online registration and provide a resource for guests.
- Assist with the review and editing of seasonal brochure information and publicity materials in cooperation with the promotion staff.
- Communicates maintenance issues and repairs to appropriate staff.
- Maintains a clean and organized work environment.
- Conduct required training and safety programs as established and recognized by the Wheeling Park District.
- Monitor activity of participants and staff to ensure adherence to all safety rules and regulations.
- Attends all meetings when appropriate.
- Performs the job safely and in compliance with Park District policies, procedures, work and safety rules.
- Demonstrates appropriate knowledge of all Wheeling Park District policies and guidelines.
- Explains and enforces park district rules and regulations and resolves problems.
- Prepares and distributes annual tax letters and participant statements for flexible spending accounts as requested.
- Supports and exhibits the established organizational values of respect, communication, integrity, innovation, recognition and appreciation, continuous learning, fun, empowerment and people.

### **Position Requirements**

Three (3) to five (5) years full-time experience in community recreation, government agency, and/or customer service environment with experience in general office functions, supervision, customer service and training.

### **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.
- Must possess the ability to hire, organize, train, direct and supervise the work of subordinate employees for office support responsibilities.

### **Knowledge**

- Ability to interact with public and staff respectfully and in a positive manner.
- Demonstrated knowledge and skill in word processing.
- Must have excellent oral and written communication skills; ability to work with minimal supervision, to solve problems and produce work on a timely basis.
- Effective working knowledge of the principles, practices, and objectives of community recreation.

### **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

### **Benefits**

- Medical, Dental, and Vision coverage
- Life Insurance (basic & voluntary additional coverage)
- Employee Assistance Program
- IMRF Defined Benefit Pension
- Short- and Long-Term Disability (IMRF)
- 457 Defined Contribution Plans
- Medical and Childcare Flexible Spending Accounts
- Paid Time Off (Sick, Vacation, and Floating Holidays)
- Programs and Recreation Facility Use
- Professional development opportunities and support for continued education

### **Application Procedure**

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=259525&clientkey=07DEE904B0CEFE8BFD185D4FE939BC5F>