



## **Membership Services Supervisor**

### **Fox Valley Park District**

**Contact Name:** Brett Meier

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**Contact Phone:** 630-907-9600

**Closing Date:**

**Salary:** \$57,600 - \$70,848 DOQ

#### **Description:**

The Fox Valley Park District is a dynamic and growing park district that serves a diverse population of more than 236,000 people. Recognized as an Illinois Distinguished Agency, Fox Valley holds the nation's highest honor as a National Gold medal Award winner for excellence in park and recreation management. Serving the communities of Aurora, Montgomery, and North Aurora, the District maintains 171 parks and 48 miles of inter-connected regional trails amid 2,500 acres of parkland. connected by the Fox River, our communities are tied together with the District's commitment to promote vibrant, healthy lifestyles through fun and safe recreation opportunities that are environmentally and fiscally responsible. The Fox Valley Park District....Where Fun Begins!

#### **JOB SUMMARY**

Under the direction and supervision of the Member Services Manager, the Member Services Supervisor is primarily responsible for membership sales at the Vaughan Athletic Center by generating prospects internally and externally through normal sales channels, club advertisements and promotions. Responsible for membership recruitment, sales and retention, and the staffing and supervision of the Membership Sales Representatives at the Vaughan Athletic Center. This individual will constantly strive to meet and exceed all sales goals while maintaining a high level of customer satisfaction. Additional responsibilities include but are not limited to: delivering professional tours and sales presentations to prospective members, upselling our programs and services to produce additional revenue, foster relationships with our members to increase retention and referrals, attend special events and community outreach events to network and generate new leads and ensure quality customer service standards are met or exceeded. This position is responsible for accurate account balancing and processing membership sales, changes or cancelations in RecTrac Recreation Software. Must be able to work evenings, weekends and end of month. This is an at-will position.

#### **EDUCATION, EXPERIENCE AND TRAINING**

High School graduate or equivalent required with some college course work preferred. Experience with staff supervision, personnel procedures, strong interpersonal and customer service skills with the ability to communicate effectively with staff and the public. Highly motivated, self-starting individual with previous sales experience and a passion for helping others improve their lives through health and wellness preferred. Ability to project a professional attitude and appearance is essential. Proficient

computer skills utilizing MS Office with the aptitude to learn other systems including Customer Relationship Management (CRM) tools. Experience with RecTrac recreation software a plus. Strong organizational skills, attention to detail, cash handling experience and the ability to multi-task in a busy environment. Ability to work independently and as part of a team. Must have a valid Illinois Driver's License.

Interested applicants should apply online at: <https://www.foxvalleyparkdistrict.org/about-us/employment/>