



Assistant Facility Manager

Woodridge Park District

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Closing Date:

Salary: \$16.50-22.50 offer depending on qualifications

Description:

Job Summary

The Assistant Facility Manager is responsible for supervising, coordinating, and managing the operations of the Athletic Recreation Center (ARC) in the absence of the facility administrators. A person in this role works approximately 30 hours a week that will include shifts from 4pm until 11pm weekdays and rotational weekend days where a shift could be anywhere from 7:30am until 10:00pm. Hours tend to be a little heavier in the winter months versus the summer. The complete wage range for this position is \$15.00-\$22.50 per hour, the hiring range will start at \$16.50 per hour and be based on qualifications. This role does participate in IMRF (Illinois Municipal Retirement Fund).

Essential Duties and Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily and demonstrate the District's core competencies consisting of financial accountability, integrity/ethics, job knowledge, policies & procedures compliance, work quality, risk management/safety, District/Department vision and values, adaptability/flexibility, dependability, and productivity.

Essential Duties

- Manage and maintain overall operations of the facility on weekdays, evenings, and weekends or other times as assigned in the absence of the ARC Facility Manager.
- Resolve concerns, conflicts, and problems of ARC guests ensuring that services are provided in a professional and safe manner.
- Assist front desk personnel with the check in of members, register guests, collect guest fees, .
- Direct guests to class locations, fitness center, or track.
- Answer any guest/member questions providing information about class schedules, instructors, personal trainers, etc.
- Assist customer service coordinators and fitness guest services personnel to answer all incoming inquiries and obtain appropriate information to direct/transfer, answer questions, or take messages.

- Monitor health of all guests/members; be aware and prepared to deal with emergency health issues in accordance with Park District policies and procedures. Special sanitation procedures are to be taken in the event of some illnesses, see policy 3.4 in the Comprehensive Policy & Procedures Manual for details.
- Ensure all policies and procedures of the facility are enforced.
- Oversee building security and respond to all center emergencies; ensure guest and staff safety; aid in snow removal and other duties as needed.
- Conduct regular walk through of the facility to assist with visual maintenance, cleanliness, and security.
- Monitor programs, games, and facilities to enforce compliance with District's Behavior Policy for participants, parents/spectators, coaches and volunteers.
- Promote and ensure compliance of safety programs with fitness center members and facility staff.
- Promote special events, discounts, or offerings to members and guests.
- Effectively communicate important information including but not limited to guest feedback, accidents, safety concerns, maintenance issues, broken equipment, program and resource concerns as needed.
- Have a basic understanding of adjusting/operating the lighting control systems, building/athletic equipment, HVAC systems, audio/visual equipment, security system, video surveillance system, telephone system, cable TV system, etc.
- Complete records and reports as required.
- Supervise, support and assist staff throughout the facility.

Customer Service

- Greet all guests entering and leaving the facility with a pleasant demeanor.
- Handle member services issues to include but not limited to: handle and resolve initial complaints, organize lost and found items.

Initiative

- Assist with special events and programs.
- Have a thorough understanding of the Park District and facility specific policies, procedures, and operations and enforce them in a positive manner.
- Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Communication

- Listen attentively to others, ask clarifying questions, actively listen, stay open to other viewpoints, manage distractions and interruptions.
- Use appropriate time keeping method/system to accurately record time worked in accordance with policy/procedure.

Technical Skills

- Assist in the operation of computer registration system.
- Follow Woodridge Park District technology practices and standards.

Teamwork

- Assist with initiation, planning, and administration of diversified programs suited to the needs of the membership within the framework of the policies set forth by the Woodridge Park District Board of Commissioners and administrators.
- Work as a team player with co-workers and in conjunction with other departments, perform all jobs within the facility including but not limited to front desk, fitness center front desk, fitness floor attendant, concessions, court/turf/gym supervisor, Recreation Staff as needed.

- Attend staff meetings and in-service training sessions as required.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and demonstrate the competencies listed above in addition to the following:

- Minimum of 18 years old.
- Minimum of one year of proven successful experience in recreation preferred.
- Experience in health club or the hospitality industry is advantageous.
- Excellent verbal and written communication skills.
- Excellent customer service skills.
- Excellent organizational skills.
- Ability to work independently, to be self-motivated, and maintain professionalism at all times.
- Basic understanding of fitness center/health club operations.
- Knowledge of computer software programs including Microsoft Office, Recreation software, and the Internet.
- Ability to work effectively with the general public, cooperating agencies, businesses, organizations, civic groups, and park district employees.
- Ability to read, understand, remember, and interpret routine documents such as safety rules as well as communicate information therein.
- Ability to write routine reports and correspondences and to speak effectively before groups of participants or employees of the organization.
- Ability to understand, remember, and apply common sense to carry out instructions furnished in written, oral or diagram form.
- Ability to identify and respond quickly to emergency situations.
- Ability to effectively problem solve and adapt to change.

Education & Training

- Minimum of an Associate Degree with an emphasis in recreation, leisure services, or a related field preferred.

Certificates, Licenses, Registrations

- Obtain and maintain a valid Illinois State Driver's License.
- Obtain and maintain first-aid certification within first 60 days of employment.
- Obtain and maintain adult CPR/AED certification in first 60 days of employment.

To apply please use this link:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=210541&clientkey=F1A56F33BE72F931A967010AC36BA6CB>