



Customer Service Supervisor - Lakeview Fitness

Vernon Hills Park District

Contact Name: Shona Hedke

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Closing Date:

Salary: \$45,000-\$54,000

Description:

Under the direction and supervision of the Recreation Facilities Manager, the Lakeview Customer Service Supervisor will assist the public as it relates to the Park District. Model outstanding customer service via membership experience, in unison with District business procedures. Oversee front desk operations, and fitness attendants, register participants, secure memberships, serve as receptionist/greeter for visitors and perform miscellaneous clerical duties. Essential job functions relate to Lakeview Fitness, unless otherwise specified.

Direct Reports:

- Lakeview Fitness Customer Service Representatives and Leads
- Lakeview Fitness Rental Attendants
- Fitness Attendants

ESSENTIAL JOB FUNCTIONS

- Select, train, supervise, and schedule part-time staff. Conduct quarterly staff meetings.
- Approve Payroll for all direct reports.
- Train new Customer Service Representatives on registration software, front desk procedures, customer service expectations and District safety requirements.
- Follow up on daily member and guest experiences. Conduct annual member surveys and analyze results.
- Review and submit daily reconciliation cash reports and submit monthly p-card statement and receipts. Submit Accounts Payable and Receivable forms as needed.
- Assist Recreation Facilities Manager with enforcement of facility standards for maintenance, safety, and cleanliness.
- Approve and manage cancellation paperwork. Communicate cancellations with Recreation Facilities Manager.
- Regularly review Aging Report for Lakeview Fitness memberships, identifying and addressing overdue payments. Track and collect regular failed membership payments, approve and process membership refunds.

- Provide facility tours to prospective members in the absence of the Membership Services Representative and follow up communication to secure membership sales.
- Register customers for programs, events and memberships using registration software.
- Seek, execute, and oversee facility rentals, usage agreements, and certificates of insurance for rentals at Lakeview Fitness.
- Submission and oversight of budget for Customer Service, rentals, and building office supplies.
- Revise, review, and enforce Front Desk Procedures Manual, at least annually, and as needed.
- Maintain Receptionist Shared Drive.
- Provide annual tax forms for membership fees upon request.
- Approve seasonal program guide and monitor website for accurate general facility information.
- Perform “Manager on Duty” responsibilities during early morning, night and weekend shifts.
- Review daily facility activities; be familiar with current classes and programs.