



Seasonal Bath and Tennis Facilities Manager

Village of Oak Brook

Contact Name: Art Segura

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Contact Phone: 630-368-6402

Closing Date:

Salary: \$40.00 - \$56.48 Per Hour

Description:

JOB SUMMARY

The purpose of this position is to manage the full range of responsibilities related to the Oak Brook Bath & Tennis Pool and its summer programs. Strong communication, problem-solving, and customer service skills are required. The Facility Manager is expected to respond to any unsafe conditions and pool hazards, effectively execute emergency action plans, and follow and enforce all safety procedures.

ESSENTIAL FUNCTIONS INCLUDE, BUT ARE NOT LIMITED TO:

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Serve as a customer service specialist (walk through the area and get to know the members and their guests, answer patrons' questions, and address complaints as necessary).
- Be a liaison between contractors and vendors and the Village of Oak Brook, and report staffing issues to the appropriate supervisor.
- Oversee the safe and proper operation of Sports Core property; ensure pool rules and safety guidelines are followed; maintain order with disruptive patrons and exercise crowd control where warranted; and refer escalated issues to the assigned supervisor or proper authorities.
- Coordinate membership sales, renewals, and inquiries, ensuring a high level of customer satisfaction.
- Manage pool attendant cashiers and assist with creating the summer staff schedule.
- Serve as the primary point of contact for all contract services, including the Pool Management Company and Tennis Professional.

- Report maintenance conditions affecting facility operation and security.
- Ensure contractor agreements are being followed and maintained, including food and beverage, pool operations, and tennis.
- Assist in the development and implementation of goals, objectives, policies, and promotions for the Village's Bath & Tennis programs.
- Manage and facilitate the Bath and Tennis Sports Core Camp, ensuring the safety and supervision of children at all times. Responsible for transporting participants to scheduled programs and maintaining clear communication with sports contractors regarding the daily schedule.
- Complete, review, and file accident and incident reports; assist with follow-up related to reports and maintain first aid equipment; ensure daily safety checks and inspections of the facility and all equipment are being met.
- Ensure the pool, pool deck, and building area are clean and free of litter and debris.
- Enforce the Sports Core rules of safety and conduct.
- Create and send timely member correspondence.
- Maintain and keep all necessary records concerning pool attendance, memberships, and invited guests.
- Enhance the membership experience through the creation of special events throughout the pool season and timely notifications of pool closures, etc.
- Utilize social media platforms to create and share engaging content, promote events and membership opportunities, and interact with members and the community.
- Ability to work collaboratively with other contractors regarding the simultaneous use of Sports Core property.
- Attend Sports Core Committee meetings when requested.
- Perform other duties as required or assigned.

Supervision Received:

Works under the general supervision of the Sports Core Director or designee.

Supervision Exercised:

Supervision of all assigned staff, including temporary and seasonal staff, independent contract instructors, and other assigned staff.

Minimum Education, Training, and Experience Required to Perform Essential Job Functions

- Candidate must be 21 years of age or older.
- Candidate must have excellent customer service and public relations skills.
- Candidate must be available for flexible hours during the summer, including early mornings, evenings, and weekends.
- Strong management skills, including leadership and supervisory skills, decision-making, planning and organizing, adaptability/flexibility, and time management.

Preferred Qualifications

- Minimum of two (2) years of progressively responsible experience in recreational and aquatics program supervision, including management of a public pool and staff oversight.
 - Completion of at least two (2) years of college-level coursework in recreation, physical education, or a related field.
 - Current certifications in CPR, AED, and First Aid.
 - Experience in marketing and program promotion.

Please submit your resume and cover letter to Sports Core Director Art Segura at asegura@oak-brook.org