



## **Events & Rentals Supervisor**

### **Gurnee Park District**

**Contact Name:** Nicole May

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**Closing Date:**

**Salary:** \$58,000-\$68,000

#### **Description:**

##### ***DESCRIPTION***

Under the direction and supervision of the Director of Recreation, the Events & Rentals Supervisor oversees a diverse array of special events, community initiatives (Go Gurnee, StoryWalk), district-wide facility rentals, adult programs, and customer service operations at the Viking Park Community Center. This role is dedicated to enhancing community quality of life by creating engaging, inclusive, and memorable experiences that bring residents together in alignment with the Park District's mission and vision. Working collaboratively with community partners, this role also plans and implements innovative, community-wide events. This is a full-time 40-hour per week position that maintains a flexible schedule to ensure successful supervision and operation of all areas of responsibility.

Apply directly on our website here!

#### ***ESSENTIAL DUTIES AND RESPONSIBILITIES***

1. Design and execute large- and small-scale special events that are intentionally designed to create unique, engaging, inclusive, and memorable experiences for community members.
2. Work collaboratively with community partners to plan and implement community-wide events.
3. Optimize event planning efforts by delegating tasks and engaging with the part-time Special Events Coordinator, creating meaningful opportunities for them to contribute to and lead various aspects of events.
4. Oversee the Park District's volunteer program through active support and guidance of the Special Events Coordinator in recruiting, securing, coaching, and overseeing volunteers.
5. Maintain a thorough understanding of processes and provide administrative support to ensure processes, software/systems, and manuals align with best practices and policies.
6. Oversee facility rentals (district-wide) and customer service operations at the Viking Park Community Center through active support and guidance of a full-time Rental Coordinator.
7. Plan and implement general interest programming for adults, including monthly senior luncheons. Research and assess new opportunities to expand programming for adults.
8. Coordinate community initiatives in conjunction with community partners, such as Go Gurnee and StoryWalks.

9. Establish and maintain annual event planning timelines far in advance of seasonal brochure schedules to ensure adequate time to secure vendors and entertainment, determine budget, and confirm feasibility of support being requested from fellow Park District departments (work orders, sponsorship, promotions, on-site staffing, etc.).
10. Work collaboratively and proactively communicate with fellow Park District departments regarding special events and facility needs.
11. Supervise professional staff including the Rental Coordinator and Special Events Coordinator. Supervise front-line rental, program, and special event staff. Recruit, hire, train, manage, and evaluate designated staff.
12. Continually evaluate services through direct observation, program evaluations and other methods of evaluation within the assigned area; adjust services as needed to ensure efficiencies, cost effectiveness, and mission alignment.
13. Analyze program evaluation, participation, and community data to inform decisions, plan for the future and ensure community needs are met.
14. Establish budgetary goals and monitor progress for areas of responsibility, proactively making adjustments as necessary based on revenues and expenditures to ensure goals are met.
15. Work with WSRA (Warren Special Recreation Association) to coordinate Inclusion services for individuals with special needs.
16. Provide support to colleagues in other park district program areas when possible and requested.
17. Submit work orders for needed repairs, program/event setups, and other maintenance.
18. Provide oversight into the development and implementation of necessary manuals.
19. Respond to customers and staff within one business day. When this is not possible, indicate receipt of message and when they can expect a full response.
20. Assure that the implementation of programs and services are safe and do not discriminate against age, race, gender, sexual orientation, religion, disability or any other state or federally protected class.
21. Attend and execute assigned components of the Gurnee Days Community Event. This event is scheduled annually for the second full weekend in August.
22. Assist with award and accreditation submissions at federal, state, and local levels.
23. All other duties assigned.

## **QUALIFICATIONS**

- **Experience:** A minimum of three to five years of supervisory responsibility in recreation programming or facilities. Experience planning and implementing special events preferred.
- **Education:** Bachelor's Degree in Recreation, Education, or related field is required.
- **Skills/Competencies:** Must demonstrate a thorough knowledge of the recreation industry, as well as the creativity and ability necessary to initiate new concepts and programs. Must possess the knowledge and ability to organize, plan, and supervise a variety of programs, events, staff, and facilities. Must have the ability to utilize active listening techniques with internal and external customers, as well as de-escalation techniques to successfully resolve disputes. Must be able to analyze survey, participation, sales data, inventory, and admission data to interpret customer needs and interests. Must have the ability to prepare budgets, manuals, and guidelines for the position's areas of responsibility. Must be able to work with various computer software applications and mobile devices. Knowledge of state, local, and national standards in these areas is also important.
- **Certifications:** Valid Driver's License is required. CPRP preferred. First-Aid, CPR, AED required within 90 days of hire and must be maintained; Gurnee Park District will provide training.

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## **PHYSICAL DEMANDS**

The physical demands of this position are minimal. Most of your job will be at a desk or on site for program or event delivery. Occasionally lift and/or move items up to 25–40 pounds, such as event materials, signage, décor, and equipment. Some bending, twisting, and kneeling may be necessary at your desk or in support of certain recreation programs/events. Work both indoors and outdoors in varying weather conditions, depending on event location and season

***GENERAL STATEMENT OF POLICIES, SAFETY, ETC.***

It is expected that all Gurnee Park District Staff comply with the policies and procedures as set forth by the Gurnee Park District Board of Commissioners. Resources that outline these policies and procedures include the Personnel Policy Manual, Safety Manual, Departmental Manual, Area or Job Specific Manuals and other written or verbal procedures as provided by your supervisor. As all situations cannot be documented even in manuals such as these, it is further expected that your actions as an employee are always performed with safety in mind, respect of your fellow staff and customers in mind, and at the direction of your supervisor. Gurnee Park District has developed the SOFIE Customer Service Standards as a guide to our agency's expectations and recommendations for successful work behavior. It is expected that all staff learn and understand these policies and procedures.

We believe in taking care of our team and supporting our members both professionally and personally. As a valued addition to our team, you'll enjoy a comprehensive benefits package dependent on your role. Check out our offerings [here](#).