



## **Manager on Duty – Cathy Mahoney Recreation Center** Downers Grove Park District

**Contact Name:** Marie Klaus  
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**Closing Date:**  
**Salary:** \$20 per hour

**Description:**  
**Manager on Duty – Cathy Mahoney Recreation Center**  
**Full-time - Downers Grove Park District**  
**4500 Fitness Center - \$20 per hour**

**About us:** The Downers Grove Park District offers quality parks, facilities and programs for people of all ages to enjoy and explore. Home to 48 parks, a recreation center, history museum, nature center, golf course, community center and more, there's something for everyone at Downers Grove Park District! Learn more at [dgparks.org](http://dgparks.org).

**The Opportunity:** The Manager on Duty is responsible for the management of the evening building operations in absence of the Assistant Superintendent of Recreation. The Manager on Duty sets the tone for the facility by creating a positive, lasting impression during the guest's visit. The Manager on Duty provides excellent customer service by greeting visitors and answering inquiries, processes all fitness related transactions, and supports and coordinates the activities of the Cathy Mahoney Recreation Center.

**Benefits:** The District offers health, dental, and vision insurance; paid time off (including 2 weeks of vacation after 90 days of employment, increasing to 3 weeks after the first year, plus sick and personal days); IMRF; optional additional 401(a)/457 retirement savings plan; an employee assistance program; free/discounted recreation programs for employees and household family members; and a free fitness membership to 4500 Fitness.

**When you'll work:** Full-Time; 40 hours per week. Your weekly schedule would be:

**Monday – Thursday - 1:15pm-9:15pm**

**Sunday – 6:30am-2:30pm**

- Schedule is subject to fluctuate based on facility needs, such as leagues which may run until 11:00pm during the week.
- Reliable, and consistent attendance during scheduled hours is as essential function of this role.

**Role Expectations:**

- Open and close the Cathy Mahoney Recreation Center building during each scheduled shift.
- Follow building schedule to set up and take down equipment for programs and rentals.
- Ensure all programs and activities in the facility are operational in an efficient, safe and professional manner.
- Sell and accurately complete fitness transactions including, but not limited to, daily passes, punch passes, personal training sessions, and fitness memberships while correctly processing paperwork
- Conducts daily building inspections for supplies and cleanliness to ensure the recreation center is meeting District expectations
- Perform custodial and maintenance duties, as needed, to assist the Recreation Center custodian or in the absence of the custodian. Including restocking restrooms, removing garbage, cleaning spills, cleaning windows, and reporting maintenance repair needs.
- Enforce all facility rules in a professional and polite manner.
- Answer guest questions in a friendly manner and ensure that members and guests scan at the front desk prior to using the facility.
- Respond to guest concerns and resolve differences between patrons and/or District employees.
- Actively respond and lead staff and patrons during emergencies such as fire, weather, conflict or injuries.
- For parties or rental reservations, ensure that rooms are clean, set up and needs are met
- Determine guest's needs and solve problems promptly, efficiently, and courteously
- Communicate day-to-day program concerns or issues to the Program Supervisor, as they arise.
- Assist with training part time Recreation Center staff, as needed.
- Establish cooperative working relationships with co-workers.
- May need to administer first aid
- May be required to assist with District events.
- Must have regular, consistent, and predictable attendance.
- Follows and adheres to all District and safety guidelines
- Performs other duties as assigned
- \*Job may be modified at any time

#### **About you:**

- High School diploma or equivalent required; Associate's or bachelor's degree in Recreation or a related field, preferred
- Two to Three years of experience in customer service or in a lead role
- Excellent social and interpersonal skills
- Maintains a high level of professional communication skills and demonstrates a working knowledge of systems
- Attention to detail. Should be able to develop accurate written materials
- Able to work harmoniously and effectively with others
- CPR/AED and First Aid is required within three months of employment – provided by the district

**How To Apply:** Apply online at [dgparks.org/careers-opportunities](http://dgparks.org/careers-opportunities) please include a resume.