



## **Club Fitness Operations Supervisor**

### **Addison Park District**

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**Closing Date:**  
**Salary:** \$48,000 - \$54,000 DOQ

#### **Description:**

Join the Addison Park District Team as our new Club Fitness Operations Supervisor

#### **Job Summary**

Under the direction and supervision of the Recreation Manager – Centennial Recreation Center, the Club Fitness Operations Supervisor is responsible for the overall supervision of Club Fitness aquatics, fitness memberships, and front desk operations.

#### **Primary Duties**

- Responsible for overseeing all indoor aquatics programming and facilities, as well as Club Fitness Center memberships. This includes organizing, planning, and executing all functions of Club Fitness Center memberships and processes, front desk customer service, and operations of the pool and spa amenities.
- Supervises the Aquatics and Club Fitness Center Registration staff by delegating work tasks, scheduling, communicating job expectations, conducting training, completing onboarding, performing employee engagement responsibilities, conducting performance evaluations, and delivering disciplinary actions.
- Assist the Registration Supervisor in front-line staff training and processes across the district. This includes training in RecTrac.
- Develops and coordinates all Aquatic staff monthly in-service trainings, including performing certification training for lifeguarding, CPR, and first aid as needed.
- Prepares, analyzes, and presents various reports for Club Fitness Center management staff.
- Maintains strict confidentiality when accessing, storing, or performing tasks of a confidential nature.
- Fills in for Aquatic staff and Front Desk Registrars as coverage gaps occur.
- Assists in customer service, which includes, but is not limited to, addressing customer issues, comments, complaints, and concerns.
- Ensures accuracy of all registrar bank deposits and reconciliation, ensuring all necessary overage and shortage forms are completed and discrepancies corrected.

- Consistently evaluates and updates staffing needs to ensure indoor aquatics and Club Fitness Center front desk operations operate efficiently. This includes participating in recruiting, interviewing, and requesting staffing needs.
- Responsible for timecard review and approval of all Aquatic staff, and Club Fitness Center Registrars.
- Runs and submits all registration and check-in reports for member programs and insurance-based memberships such as Silver Sneakers, Prime, and Optum, etc., for reimbursement from insurance agencies.
- Ensures all members have complete and accurate profiles, and ensures registration staff collects necessary updates such as contact information, pictures, membership expirations, etc.
- Coordinates, communicates, and processes co-partnerships programs and events with other Park District facilities.
- Attends and contributes to essential staff meetings.
- Participates in decorating the Club Fitness Center lobby during various seasons.
- Coaches, leads, and implements the District's Mission, Vision, and Core Values into the daily Club Fitness Center front desk operations.
- Ensures compliance with all Park District safety regulations, including filing the necessary PDRMA forms for accidents and incidents.

### **Secondary Duties & Responsibilities**

- Assists Fitness operations by filling in for general building operations as assigned by the Club Fitness Manager, such as fitness floor duties.
- Oversees ordering of office and printer supplies.
- Works in collaboration with the Community Center staff in the collection, filing, electronic saving, retrieval, and management of Park District waivers collected at the Club Fitness Center.
- Attends workshops and seminars pertaining to the employee's position, as needed, for new ideas, developments, regulations, and techniques.
- Registers and posts veiled fitness rentals in Rec Trac and the collection and recording of those fees in Rec Trac.
- Promotes teamwork and encourages staff to promote the Addison Park District's memberships, programs, special events, and services.
- Manages and produces aquatic, swim lesson information, membership renewal letters, and emails.
- Oversees locker rentals, locker renewals, and emailing locker renewal letters.
- Oversees the Club Fitness Center vending operations and works with our vending partner/contract.
- Develops and maintains effective relationships with internal and external customers through oral and written communications.
- Prepares and proofs Club Fitness Center Aquatics-related seasonal materials and information for Park District brochure and website.
- Assists with any emergency procedures and facility evacuations as needed.
- Troubleshoots issues and problems associated with Club Fitness Center customer service and memberships.
- Employee must be available for other duties as assigned and/or needed.

### **Required Qualifications**

- BA/BS in Recreation, Leisure Services, or a related field
- Minimum of 3 years of aquatics, membership, front desk operations, or customer service supervisory experience.
- StarGuard Type III lifeguard instructor certified within 6 months of hire.
- Current First Aid and CPR Instructor certification or obtain within 3 months of hire

- Knowledge on how to read, calculate, check, and maintain chemical levels.
- Must have the ability to travel for trainings and meetings.
- Must be able to obtain a CPO certification within one year of hire.
- Experience with RecTrac software

Full Job Description and Direct Application Found [HERE](#):  
Club Fitness Operations Supervisor - Addison Park District Jobs

**Addison Park District is an Equal Opportunity Employer**