



Assistant Club Manager - Forest View Racquet and Fitness Center

Arlington Heights Park District

Contact Name: Stephenie Gualano
Contact E-mail: sgualano@ahpd.org
Contact Phone: 847-577-3000
Closing Date:
Salary: \$63,000 - \$69,000 DOQ

Description:

We are seeking an energetic, customer-focused, and highly organized professional to serve as our Assistant Manager at our Forest View Racquet and Fitness Center. This leadership position is responsible for overseeing daily club operations, membership services, staff supervision, program administration, and facility management while helping create an exceptional experience for members and guests.

The successful candidate will play a key role in supporting tennis, pickleball, and racquetball programming, promoting memberships, coordinating events and tournaments, and ensuring the efficient operation of the facility.

Position Type: Full-Time, Exempt

Schedule: 40 hours per week, including a combination of daytime, evening, and weekend hours. On-call availability required as needed. Hours to be discussed during interview process.

The salary range for this position is \$62,119 - \$86,276, with a hiring range of \$63,000 - \$69,000 DOQ.

Essential Responsibilities

- Manage all reception desk operations, including registrations, transactions, account inquiries, and customer service.
- Hire, train, schedule, supervise, and evaluate part-time staff.
- Promote and support academy and instructional programs in collaboration with the Tennis Director.
- Oversee membership sales, retention efforts, and customer engagement initiatives.
- Process league registrations, permanent court time contracts, and invoicing.
- Manage racquetball leagues and recreational programming.
- Coordinate outdoor pickleball and tennis court permit programs, including daily and seasonal reservations.
- Assist with planning and executing tournaments, special events, and club activities.
- Maintain accurate records, reports, correspondence, and participation statistics.
- Monitor facility inventory and order equipment and supplies as needed.
- Maintain cash controls and process deposits in accordance with financial procedures.

- Update and maintain club website information.
- Ensure compliance with Park District policies, procedures, and safety standards.
- Foster positive relationships with members, community organizations, and the public.

Qualifications

- Bachelor's degree in Parks and Recreation, Business Administration, or a related field.
- Minimum of two years of successful experience managing a recreation facility, revenue facility, or similar operation.
- Strong customer service, leadership, communication, and organizational skills.
- Knowledge of recreation programming, facility operations, financial management, and membership services.
- Ability to work independently, manage multiple priorities, and perform effectively in a fast-paced environment.
- Valid Illinois Driver's License.
- CPR, AED, and First Aid certifications required within six months of employment.

Preferred Qualifications

- Experience in tennis, pickleball, racquetball, or club operations.
- CPR/AED/First Aid Instructor certification.
- Experience with membership management software and facility scheduling systems.

BENEFITS WE OFFER

In exchange for your time and talent, we offer a generous benefit package, including:

- Medical, Dental, and Vision coverage
- Life Insurance (basic & voluntary additional coverage)
- IMRF Defined Benefit Pension
- Short- and Long-Term Disability (IMRF)
- 457 and ROTH 457 Defined Contribution Plans
- Medical and Childcare Flexible Spending Accounts
- Paid Time Off (sick, vacation, and Floating Holidays)
- Childcare discounts
- Tuition Reimbursement
- Parental Leave
- Park District facility and program discounts for employees and their families

AHPD OVERVIEW

The Arlington Heights Park District (AHPD) is a public park and recreation agency located in Arlington Heights, Illinois—one of the largest communities in Chicago's prestigious northwest suburban corridor. Our mission is to enrich the community by providing fun, accessible and impactful recreation and facilities for every age and season. However you choose to recreate, we have something for you. We aim to serve everyone equally and fairly across our 29 facilities—including five community centers with outdoor pools, Arlington Ridge Center, two tennis clubs, two public golf clubs, Lake Arlington, Arlington Heights Historical Museum, and Senior Center—and 58 parks across 716 acres of land. In our 100-year history, we have earned multiple distinctions recognizing our high-quality standards of excellence, including three National Gold Medal Awards, maintaining a Moody's AAA bond rating for nine years, and receiving multiple awards for fiscal responsibility.

The Arlington Heights Park District commits itself to diversity, equity, and inclusion to create a mutually respectful, multicultural, and equitable environment.

Full Job Description and Direct Application Found HERE:
<https://ahpd.bamboohr.com/careers/263>