



PT-IMRF Assistant Facility Supervisor

Lombard Park District

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Closing Date:
Salary: \$18.00 - \$20.00/hr. DOQ

Description:
Position Employment Type: Part-time IMRF Year-Round

Minimum Age Requirement: 21 years old

Job Summary:

The Assistant Facility Supervisor serves as the on-site supervisor of the Madison Meadow Athletic Center (MMAC) during evening and weekend hours when the Facility Manager is not present. This role directly supervises front desk staff and is responsible for ensuring smooth daily operations, maintaining facility cleanliness and safety, and delivering exceptional customer service to members and guests.

As the primary manager on duty during their shift, this position plays a critical role in supporting staff performance, coordinating facility usage, and responding to operational, maintenance and emergency needs. This position is at-will.

Key Responsibilities

- Oversee daily operations of the facility during assigned shifts
- Supervise, support, and provide direction to front desk staff
- Ensure adequate staffing coverage for all scheduled shifts
- Monitor facility cleanliness, safety, and overall presentation
- Serve as the primary point of contact for members, guests, and rental groups
- Ensure rental groups comply with facility policies and provide support as needed
- Assist with hiring, training, and scheduling part-time staff
- Handle customer inquiries, concerns, and service issues with professionalism
- Perform cash handling, reconciliation, and point-of-sale compliance tasks
- Maintain accurate logs, reports, and operational records
- Identify and coordinate maintenance or emergency issues with appropriate personnel
- Promote a positive, team-oriented work environment
- Perform additional duties as assigned

Hours:

Evening and weekend shifts – generally 28-29 hours per week.

Qualifications and Training Expectations:

- High school diploma or equivalent required; with additional coursework and related experience preferred.
- At least 2 years of customer service experience including cash handling, and preferably in a similar setting.
- Prior supervisory or leadership experience is preferred with the ability to lead, motivate, and develop staff while fostering teamwork and a positive work environment.
- Strong problemsolving skills with the ability to assess situations, prioritize tasks, and manage multiple tasks and projects in a dynamic environment with shifting priorities.
- Capacity to work independently and as part of a team is essential.
- Proficient math and general accounting skills with attention to detail to perform cash handling and banking transactions and ensure point of sale compliance.
- Accomplish work assignments with limited supervision, maintaining open communication with management staff.
- Strong organizational and time management skills with a commitment to high-quality results.
- Excellent customer service skills with strong and effective communication skills in both verbal and written format for various groups, individuals, and staff.
- Strong computer skills, including proficiency with Microsoft Office Suite, with the aptitude to learn and utilize additional software applications. Recreation software experience is a plus.
- Ability to maintain organized records, logs, and reports.
- Demonstrated safety awareness and sound judgment in all aspects of operations.
- Ability to work a flexible schedule, including evenings, weekends, and holidays.
- CPR/First Aid training is preferred or will be provided within 2 months of hire.
- Reliable transportation to and from work.
- Good physical condition to sit for extended periods of time, stand, and walk, with sufficient strength to lift or move up to 30 pounds.
- Work environment is indoors in a temperature-controlled room with fluorescent and/or LED lighting.

Benefits for this position include the following:

Enrollment /Participation in the Illinois Municipal Retirement Fund (IMRF), a defined benefit plan.
Individual Annual Membership for the Madison Meadow Athletic Center (MMAC) and Seasonal Pool Pass

at Paradise Bay Water Park during the summer. A Family pass is available following two years of employment with LPD.

Five (5) visits to the Lombard Golf Course initially and ten (10) visits after two years of service with the Park District.

Recreation Program discounts and 25% off the resident rate for one facility rental (Limit One per year).

Competitive wages and paid training with potential to learn new skills and develop/expand current skills.

Letters of recommendation and opportunity for Safety Awards.

To apply, please complete an online application at:

<https://www.applitrack.com/lombardparks/onlineapp/default.aspx?AppliTrackJobID=564&ref=>

Thank you!