



Full Time Fox Fitness Membership Services Supervisor

Fox Valley Park District

Contact Name: Juanita Alvarez

Contact E-mail: jalvarez@fvpd.net

Contact Phone: 630-907-9600

Closing Date:

Salary: \$57,600 - DOQ

Description:

The Fox Valley Park District is a dynamic and growing park district that serves a diverse population of more than 236,000 people. Recognized as an Illinois Distinguished Agency, Fox Valley holds the nation's highest honor as a National Gold medal Award winner for excellence in park and recreation management. Serving the communities of Aurora, Montgomery, and North Aurora, the District maintains 172 parks and 48 miles of inter-connected regional trails amid 2,500 acres of parkland. connected by the Fox River, our communities are tied together by the District's commitment to promote vibrant, healthy lifestyles through fun and safe recreation opportunities that are environmentally and fiscally responsible. The Fox Valley Park District....Where Fun Begins!

JOB SUMMARY

Under the direction and supervision of the Membership Services Manager, the Membership Services Supervisor is responsible for membership sales to the club by generating prospects internally and externally through normal sales channels and club advertisements and promotions. This individual will constantly strive to meet and exceed all sales goals while maintaining a high level of customer satisfaction. Additional responsibilities include, but are not limited to: delivering professional tours and sales presentations to prospective members, upselling our programs and services to produce additional revenue, foster relationships with our members to increase retention and referrals, make phone calls to prospect lists and schedule appointments, provide paperwork and administrative backup, attend special events and community outreach events to network and generate new leads and ensure quality customer service standards are met or exceeded. Oversees the supervision and training of PT Fitness Desk Staff and PT Membership Representative staff, as well as the daily operation of the fitness desk responsibilities and ensuring quality customer service is met or exceeded at all times. Work with the PT IMRF Membership Services Representative. This position is also responsible for account balancing, membership data entry, account inquiries, membership upgrades, downgrades and cancellations, handling customer service issues as well as performing general cleaning and upkeep of the fitness center. This position includes frequent interaction with the public and park district staff to follow up on compliance with park district procedures. Other duties include but are not limited to staff training, performance management, routine fitness floor equipment maintenance, and other duties as assigned. This is an at-will position.

QUALIFICATIONS

High School graduate or equivalent required with some college course work preferred. Experience with fitness equipment usage, staff supervision, personnel procedures, strong interpersonal and customer service skills with the ability to communicate effectively with staff and the public. Highly motivated, self-starting individual with previous sales experience and a passion for helping others improve their lives through health and wellness preferred. Ability to project a professional attitude and appearance is essential. Proven ability to generate leads both internally and externally and follow a sales process to close sales. Proficient computer skills utilizing MS Office with the aptitude to learn other systems including Customer Relationship Management (CRM) tools. Experience with RecTrac recreation software a plus. Strong organizational skills, attention to detail, cash handling experience, and the ability to multi-task in a busy environment. Ability to work independently and as part of a team. Previous office and customer service experience required. Must have a valid Illinois driver's license and provide own transportation. Must be available to work a flexible schedule, including evenings and weekends.

Interested applicants should apply online at: <https://www.foxvalleyparkdistrict.org/about-us/employment/>