



Customer Experience Supervisor

Glenview Park District

Contact Name: Jasmine DeCola

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Closing Date:

Salary: \$64,674.84 - \$68,312.75 dependent on qualifications

Description:

“Recreate” a better life with a career in the field of Parks & Recreation!

JOB SUMMARY

The Customer Experience Supervisor oversees the front desk team and overall customer service experience at the Glenview Community Ice Center (GCIC). This position champions a welcoming, customer-focused culture that reflects the Glenview Park District's values and provides direct supervision to several part-time team members. The Customer Experience Supervisor is responsible for the following essential functions, including, but not limited to:

- Manages the front desk operations (customer service, registration, facility rentals, program transfers, refunds, billing, cash handling and daily deposits).
- Provides administrative support for ice programs, leagues, public skating, special events, tournaments, and competitions.
- Manages birthday party and room rental bookings, ensuring positive customer experiences.
- Develops and monitors customer satisfaction metrics, including quarterly surveys on customer service, facilities, and programs.
- Collaborates with Marketing and program leaders to manage newsletters, website content, and social media.

QUALIFICATIONS

- Bachelor's degree, preferably in parks and recreation, education, business, or a related field. Significant and relevant experience may be considered in lieu of formal education.
- At least 3 years of experience in a similar role and 1 year of supervisory experience required.
- Critical thinking, analytical ability, excellent communication and organizational skills, and strong technical ability (MS Office Suites) required.
- Professional certification(s) and/or active membership in a professional association are desirable. Valid Illinois driver's license required.

SCHEDULING & PAY

- This is a full-time exempt (salary) position with a mostly regular schedule of Tuesday to Friday, 11:00 AM to 7:30 PM; Saturday 8:00 AM to 4:30 PM. The role requires flexibility to vary the schedule to work nights and weekends based on staffing needs, special events and programming schedule.
- Target hiring salary is \$64,674.84 - \$68,312.75 dependent on qualifications. The full pay range is \$64,674.84-\$93,778.20.

BENEFITS WE OFFER

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

- Medical Coverage, PPO or HMO
- Prescription Coverage
- Dental Coverage
- Vision Insurance
- Life Insurance (basic & voluntary)
- Pension / Defined Benefit Plan (IMRF)
- 457 Plan / Defined Contribution Plan
- Flexible Spending Accounts
- Paid Holidays, Personal Days, Vacation, Sick Time
- Park District Facility Discounts and Usage Benefits

FOR MORE INFORMATION

To express your interest, contact Jasmine DeCola.

Jasmine.DeCola@glenviewparks.org

APPLY ONLINE

Visit us at www.GlenviewParks.org – click on “Jobs” at the top of the page.

*If interested, please apply early. Recruiting and interviewing will begin immediately.
The Glenview Park District is an Equal Opportunity Employer.*