



## FACILITY SPECIALIST

<b>Position:</b>	Facility Specialist
<b>Department:</b>	Facilities
<b>Reports to:</b>	Recreation Supervisor-Programs
<b>Location:</b>	Wulf & Buchanan Park Recreation Centers
<b>Status:</b>	Full-Time
<b>Hourly Wage:</b>	\$22.15-\$30.66 Hourly

### Nature of Work

The Facility Specialist is responsible for the daily operations of the front desk and its staff and will assist in the management of the facility including, but not limited to, creating a welcoming environment; operations; systems; staff; and professional customer relations at the Wulf and Buchanan Recreation Center. The Facility Specialist is also accountable for membership/pass sale growth, increased patron retention, fiscal management and patron relations. The incumbent will give leadership to the staff to insure consistent, superior service procedures to maximize member enrollment and sales, program participation and satisfaction.

### Essential Functions

- Responsible for the supervision and efficient operation of the recreation centers by developing, planning, assisting with budgeting, marketing, managing, and assisting with facility services.
- Assists and supports the Recreation Supervisor-Programs in ensuring that operational programs and customer service objectives are met.
- Monitors monthly pass reports and failed payments while proactively collecting payment
- Directs part time staff in executing their responsibilities.
- Coordinates and schedules room and facility rentals
- Prepares daily sales reports and bank deposits
- Manages Workplace Wellness Program
- Assist in the preparation and monitoring of the budget, manage revenues and expenditures and prepare financial highlight reports for facilities.
- Prepare short and long-range revenue/expenditure projections, check revenue streams through POS, identify new revenue or expense savings opportunities, etc. Develop and implement strategies to increase usage of assigned areas.
- Research, evaluate and makes recommendations for user fees including facility rental fees. Recommends special offers, pass packaging and creates incentive programs.
- Monitor cash handling procedures and ensure compliance; complete cash reports and bank runs. Conduct periodic audits with the assistance of Finance Controller.
- Assists MOD in the review of guest and member satisfaction survey and identifies trends. Sets annual satisfaction survey goals and develops procedure to reduce attrition.
- Monitors and responds to situations that are unsafe and which may cause user discomfort.
- Monitors the organization's registration and cash collection procedures.
- Monitors use of the organization and ensures that user policies and procedures are followed.
- Opens and closes organization as required.
- Assists in the setting up and take down of activity areas as needed.
- Manages the scheduling of part-time staff at both Wulf and Buchanan front desk locations.
- Assists in the selection and training of front desk staff.
- Attends staff meetings and training sessions on behalf of front desk operations.
- Provides backup to front desk staff by answering phones, handling registration, providing



information, and cash collection for point of sale activities and products.

- Assists in feedback and preparing of annual performance reviews for front desk staff.
- Shovels sidewalks and pathways as appropriate.
- In alignment with marketing strategy, responsible for on-site communications to patrons about District events.
- Support facility scheduling for recreation programs, classes and events. Review scheduling to assure all areas are in compliance with specifications and applicable laws, codes and regulations.
- Prepare, enforce, maintain and modify policies, procedures, and front desk training manuals; provide a variety of general information to the public regarding parks and recreation operations and programs; respond to questions and resolve complaints as needed.
- Observe necessary precautions to assure general public safety; inspect facilities for safety and maintenance needs providing reports to facilities management as needed.
- Supervise Front Desk staff for the Wulf/Buchanan facility, including hiring, training, scheduling, developing, disciplining; includes responsibility for on-going communications with staff about business operations and performance drivers. Performs other duties as assigned.

### **Management & Supervisory Duties**

- Daily supervision of front desk employees for Wulf/Buchanan Recreation facility, including scheduling.
- Hire, train, develop, discipline and front desk staff.
- Schedule, attend and assist in the facilitation of all staff meetings as applicable.
- Conduct one on one meetings with front desk staff and facility programming as needed.
- Assess and prepare staff performance evaluations.
- Screen, review expectations, monitor work, and prepare appropriate paperwork related to community services workers.
- Review and approve all entries in staff time database.

### **Illustrative Examples of Duties**

- Interact with internal and external customers on a daily basis; includes responding to customer inquiries, as well as proactive, courteous and friendly interactions with customers in support of patron loyalty and retention initiatives
- Facilitate room rentals
- Back up front desk staff for breaks, lunches, sick days, and vacation days, as needed

### **Skills**

- Excellent communication skills. Must be able to maintain communications and effective working relationships with District employees, vendors, contractors, community organizations, and the general public. Emphasis must be placed on effective communication with programs and departments utilizing the facilities.
- Understanding of outstanding customer service competencies and the ability to lead others in providing excellent service through training, mentoring and, most importantly, through example.
- Ability to multi-task and manage several projects in a timely fashion.
- Strong Computer skills with Mac and PC Dell.

### **Knowledge**

- Thorough knowledge of Active Network registration program.
- Knowledge of Macs, PC Dell, Alarm Systems, Word, Excel, and Apple programs.

### **Abilities**

- Ability to communicate effectively, both verbally and in writing.



- Ability to establish and follow priorities.
- Ability to work independently and to follow senior management guidance.
- Supervision of employees and strong ability to support other facility and program staff.
- Ability to plan, organize, prioritize, coordinate, assign and evaluate the work of subordinates.

### **Required Training, Experience & Qualifications**

- Associate's degree or combination of education and relevant experience is required; Bachelor's degree is preferred. Area of concentration in Marketing, Business, Recreation Management or other related field.
- Minimum three years of experience in marketing, sales, customer service or business related role.
- Minimum three years of experience in a supervisory role.
- Current CPR, First Aid and AED certification required.

\*Please note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with this job.

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