

POSITION SUMMARY

Performs a variety of routine and complex administrative and management duties in the operation of the Community & Recreation Center and is responsible for assisting members and visitors. The Guest Relations Coordinator works under the supervision of the Membership & Marketing Supervisor.

The Community & Recreation Center provides our members and guests with a comprehensive range of recreation services including: fitness programs, swim programs (indoor and outdoor), summer camps, youth programs, older adult programs, and more.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Train, manage and motivate Front Desk/Control Desk Attendants and Playroom Staff to emphasize superior customer service and enhance members' experience.
- Assist in implementation of daily cash handling policies and procedures including credit card payments, cash reports, deposits, cash irregularities and daily deposits.
- Assist with bi-weekly payroll procedures.
- Work with other departments to clearly communicate, educate and train new staff on facility policies and procedures along with expectations of customer service throughout the facility.
- Handles in-person/on phone, informational and reference questions on facility and/or programs along with any concerns or issues conveyed by member or guest.
- Handle daily operational duties of pro shop merchandise, including sales and inventory control.
- Ensure that Front Desk/Control Desk Attendants and Playroom Staff are completing proper forms; including those for member account inquires, communication summaries, etc.
- Lead Front Desk/Control Desk Attendants and Playroom Staff to complete tasks and ensure everything is in order for the next shift.
- Ensure that Front Desk/Control Desk Attendants and Playroom Staff adhere to policies and procedures including proper uniform and nametag while in the club.
- Consistently pursue and implement best practices that ensure the best membership experience.

QUALIFICATIONS

Necessary Knowledge, Skills, and Abilities

- Considerable knowledge on principles and practices of customer service and leadership skills.
- Working knowledge of the principles and practices of office management, work organization and supervision.
- Ability to establish and maintain effective working relationships with patrons, colleagues, the Township, and the general public.
- Considerable knowledge of the principles and practices of computer and database systems and programs.
- Ability to learn the automation system.
- Ability to communicate effectively, orally and in writing the English language.
- Skill in operation of listed tools and equipment.
- Ability to analyze and utilize a variety of records.

Education and Experience

- Minimum of a Bachelor's Degree in a relevant field is preferred.
- Sales experience a plus.
- Experience showing strong organizational and communication skills along with some trainer experience especially with customer service/leadership.

EQUIPMENT USED

- Membership automation system; personal computer including word processing and database management software; copy and fax machines; calculator; phone.

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**GUEST RELATIONS
COORDINATOR**

RECREATION AND LEISURE SERVICES

- While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, equipment, or controls; and reach with hands and arms.
- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

- The work environment characteristics here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SELECTION GUIDELINES

- Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.
- The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements does not exclude them from the position if the work is similar, related, or a logical assignment to the position.
- The job description does not constitute an employee agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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