

Westchester Park District

Building Supervisor – Part Time

General Purpose:

Responsible for performing a variety of professional and administrative work in all aspects of facility supervision. The Building Supervisor is responsible for providing all participants with excellent customer service and courtesy. The Building Supervisor will be expected to achieve a level of competence when performing daily duties. Further, they are to comply with all the policies and procedures of the Westchester Park District. The Building Supervisor is required to have current American Red Cross Adult/Child/Infant CPR/AED certification.

Supervision Received:

Works under and reports directly to the Recreation Supervisor (MF)/Office Manager (CC). The Building Supervisor is ultimately responsible for the facility, the participants and the equipment.

Compensation:

This position is non-exempt. Compensation is on an hourly basis.

Scheduled Hours:

Hours will be scheduled and vary depending on shift assigned. Hours can include, days, nights and weekends to be scheduled at the discretion of the Recreation Supervisor (MF)/Office Manager (CC).

Skills:

Working knowledge of computers and Microsoft Office software. Knowledge of the operation of office equipment, i.e. facsimile machine, copier, scanner, etc. Ability to learn the Districts registration software. Ability to perform cashier duties accurately and train others. Ability to effectively meet and deal with the public; ability to communicate effectively both verbally and in writing, ability to handle stressful situations. Excellent communication and guest relation skills. The ability to work well with a large group of people in a team environment. Must be able to work well in stressful, high-pressure situations including the ability to handle guest complaints and disputes and resolve them to satisfactory results with the coordination and approval of the Superintendent of Recreation/Executive Director. Must be able to maintain composure and objectivity under pressure.

Qualifications:

- * Certification required within 30 days of hire: CPR/AED
- * Previous Customer Service - Preferred
- * Demonstrated Interpersonal communication and problem solving skills
- * Willing to work with employees and patrons of diverse backgrounds
- * Knowledge of Park District programs and services - Preferred

Essential Duties and Responsibilities:

- * Provide excellent, prompt customer service
- * Approaches all encounters with guests and colleagues in a friendly, service-oriented manner
- * Promptly returns phone calls
- * Promote the District and its programs/facilities
- * Daily use of computer registration system
- * Accepts member/guest complaints and works with Recreation Supervisor(MF)/Office Manager (CC) to provide a solution in a timely and professional manner to ensure guest satisfaction
- * Promotes a positive work environment, and promotes a positive team atmosphere
- * Maintains a clean and orderly facility

- * Daily room set up and take down
- * Performs routine clerical and administrative work in answering phones, receiving the public, providing customer assistance, cashiering data processing
- * Maintains daily class schedule for building
- * Attends meetings and trainings as required
- * Patrol the facility regularly
- * Observe and provide personal assistance to others as needed
- * Maintain consistent communication with the Recreation Supervisor (MF)/Office Manager (CC)
- * Dress Code: As assigned by the Executive Director
- * Contribute to the success of the facility by noting trends, customer suggestions, etc. and delivering that information to the Recreation Supervisor (MF)/ Office Manager (CC)
- * Any additional duties as directed by the Recreation Supervisor/Office Manager/Superintendent of Recreation/Finance Director/Executive Director

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

This job description does not constitute an employment 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.