

Rivers Edge Coordinator

Job description: The Facilities Coordinator is responsible for leadership, monitoring and safety at the Rivers Edge Recreation Center, Riverside Ice Arena, Prairie Fields Sports Park and the Baltic Mill that includes but not limited to: set-up/take-down of equipment, chairs, tables and supplies, the general cleanliness of the facility, rentals, birthday parties and special events. This position may also be scheduled to work at other Park District facilities.

Job Type: Part Time

Benefits: *Employee discount*

Work Location: In person

General Hours: Works on-site during program hours or rentals and will vary depending on the season, month, day or time. Shifts can fluctuate from early morning or late night depending on a particular program or rental and include nights, weekends and midweek hours. This position can be scheduled up to 18 hours per week, not to exceed 1000 hours during the employee's anniversary year.

Hours may vary based on business needs.

Essential Responsibilities & Duties:

- Responsible for being Manager On Duty during scheduled shift.
- Responsible for the daily operation of the front desk including customer service and point of sale.
- Responsible for set-up/take-down of Park District programs, rentals, birthday parties, and special events in a timely manner.
- Responsible for opening and closing procedures of facility.
- Responsible for securing facility at the end of the closing shift. Work cordially with all patrons and Park District employees, providing exceptional customer service at all times.
- Working knowledge of seasonal Park District brochure regarding programs, events, scheduling and rental information.
- Responsible for being properly equipped with a working communication device to front desk and building keys at the start of every shift.
- Delegate and monitor daily duties to Facilities Guest Service staff.
- Enforce rules, policies, and regulations governing the conduct of patrons.
- Answer telephones in a professional manner.
- Handle grievances from patrons.
- Responsible for hourly building walk-thru security checks.

- Secure and organize all recreation equipment and supplies necessary for programs, rentals and special events.
- Monitor all programs, rentals and special events.
- Assist Registration Receptionist when needed.
- Assists patrons on the climbing wall.
- Monitor the condition of the facility continually.
- Responsible for all patrons accurately completing “Open Gym” type waivers.
- Responsible for printing a shift cash journal and a balanced cash envelope.
- Notify Supt of Recreation of any changes, problems, or emergencies.
- Report all emergencies or situations to the Supt of Recreation.
- Inspect and maintain all equipment.
- Maintain good public relations with patrons.
- Adhere to all organizational policies and procedures as designated by the district.
- Actively support the safety policies and related programs including following safety rules, first-aid procedures, and reporting accidents & injuries when necessary.
- Follow payroll procedures as designated by the district.
- Consistent on-time attendance.
- Performs other work-related duties and functions as assigned.

Marginal Responsibilities & Duties:

- Communicate with Supt of Recreation ongoing facility, personnel, and general operations matters.
- Assist Supt of Recreation with preparing and providing accurate, specific and measurable evaluations.
- Attend all staff meetings and trainings.

Education, Experience and Training:

- Must be at least 18 years of age.
- Minimum of 2 years of supervisory experience or equivalent.
- Good public relations and customer service skills.
- Adapt to rapidly changing circumstances.
- Possess decision-making, conflict resolution, and organizational skills.
- Medic First Aid/CPR/AED Certification (or the equivalent) is required within 30 days of hire date. If you are not already certified, training will be provided.
- Successful criminal background check.

Knowledge, Abilities and Skills Required:

- Ability to work well with individuals.
- Possess decision-making, conflict resolution, and organizational skills. Demonstrate a positive influence in working with the public, and with the Belvidere Park District.
- Ability to communicate effectively within various settings, from one-on-one to group configurations.
- Proficiency to read and write in English, and organize effectively.
- Ability to work in a team atmosphere, promoting positive work relations with both internal and external customers.
- Capacity to maintain self-control and composure in difficult situations.

Pay: \$15.00 - \$17.80 per hour DOQ

Hiring Range: \$15.00-\$16.00 per hour

Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job when circumstances change; e.g., emergencies, deadlines, personnel changes, workload and technological development, etc.