



EMPLOYMENT ANNOUNCEMENT Recreation Coordinator

Date Posted:	February 14, 2020
Typical Work Hours:	Hours and days off are subject to change in order to meet department responsibilities. Number of hours may vary and include days, evenings, weekends and holidays and shall not exceed 30 hours per week. Position is eligible for TMRS benefits
Compensation	\$13.50 - \$14.50/hour DOQE; TMRS retirement

Job Summary

The Recreation Coordinator position is responsible for opening and closing identified facilities and amenities, being the front line manager to Customer Service Team Members (CSTM) and Lifeguards at all times, training and supervising staff, preparing and providing routine maintenance and facilitating registration software (RecTrac). This position serves as the Manager on Duty (MOD) when full-time staff is not on site. The MOD will be responsible for the operations of the facility, the staff on duty, the safety of customers and all matters as it relates to the daily operations. Position is considered "Essential Personnel" which requires being on duty to respond during emergency situations including but not limited to natural or man-made disasters. All staff must have a positive attitude and enjoy interacting with the public.

Essential Job Duties and Responsibilities

- ❖ Responsible for the day to day supervision of the CSTM including assists with interviewing and hiring; assists with initial and ongoing CSMT training; delegates tasks to CSTM; schedules and manages changes to staff schedules.
- ❖ Supervises building and daily operations as directed.
- ❖ Responsible for providing superb customer service to members, customers and guests. Responsible for ensuring subordinate staff do the same.
- ❖ Ensures staff is well trained and are consistent with information being given to customers.
- ❖ Assists in the development, implementation and enforcement of policies and procedures for staff.
- ❖ Serves as MOD anytime there is not a Full-Time Employee on duty.
- ❖ Prepares daily and weekly reports.
- ❖ Adheres to opening and closing procedures, including but not limited to, unlocks/locks facility front doors, opens/closes garage doors, reconciles and prepares daily batch, ensures cleanliness of weight room and functionality of related equipment, facilitates pool bumping. Secures facility at closing by making sure all rooms are clean and equipment is stored, ensures all gates, doors, garage doors are locked and secure; and performs a final walk through to ensure no persons are still in the building.
- ❖ Performs various administrative duties including but not limited to returning calls; monitoring rentals, memberships, classes and camp registrations and forms; responds and resolves customer complaints, questions and suggestions related to programs, policies and procedures, activities, services and special events.
- ❖ Checks pool chemicals such as chlorine and PH levels and reports levels to supervisors are required.
- ❖ Serves as Event Lead at special events as assigned.
- ❖ Sets up, disassembles and stores tables and chairs for training and/or meetings.
- ❖ Performs janitorial duties and maintenance as needed including but not limited to trash removal, cleaning restrooms, weight rooms and associated cardio/fitness equipment.
- ❖ Performs CPR and AED as needed.
- ❖ Performs other duties of a similar nature or level.

Minimum Required Qualifications

High school diploma or some college coursework preferred. Experience in the customer service industry, with cash management responsibilities preferred. Must have the ability to learn industry software specific to Parks and Recreation facilities management, registration and cash management. Must possess CPR and AED certifications, or have the ability to obtain these certifications within forty-five days of employment start date. Valid, Texas Driver's License with an acceptable driving record.

For application procedures, please visit our website at www.westutx.gov/application. **All applicants must complete and submit a City of West University Place application form to be considered for this position.**

The City of West University Place is an Equal Opportunity Employer.