

Facility Services Coordinator (Parks and Recreation)

Grade 13
Full-Time, non-exempt
Updated: 6/9/2021

GENERAL DEFINITION AND CONDITIONS OF WORK:

As a member of the Department's Leadership Team, the Facility Services Coordinator oversees departmental services by managing front-line staff to ensure excellent customer service and continuity of operations. This position directly supports customers both in person and over the telephone. Including answering questions about all aspects of departmental programs and facilities, working to resolve customer issues, and assisting with registration processes. This position assists in the development and enforcement of facility rules and regulations for participant use. Works under the supervision of the designated supervisor.

The position requires movement about facilities, requiring the exertion of up to 25 pounds frequently and up to 50 pounds occasionally. Work requires reaching, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, and determining the accuracy and thoroughness of work; on rare occasion, may be exposed to outdoor weather conditions. Schedule varies and will include early morning, nights, and weekends to meet facility needs.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

1. Serves as a member of the department's Leadership Team;
2. Recruits, supervises, trains, and schedules Customer Service Specialists and Manager's on Duty;
3. Oversees park, pavilion, and special event requests and rentals;
4. Serves as WARF membership coordinator, to include oversight of all membership passes for the facility;
5. Collaborates with the Aquatics Coordinator and Recreation Programmer to ensure proper staffing levels for facility operations, programs, and special events;
6. Responsible for providing excellent customer service, fields emails, in-person, and phone customer service questions and issues;
7. Enforces facility rules and regulations for participant use;
8. Adheres to policies and procedures for emergencies, accidents and incidents;
9. Troubleshoots technology issues within recreation software management systems and seeks assistance from IT staff when needed;
10. Creates weekly communications to Front Desk and other department staff;
11. Responds to customer service concerns in accordance with departmental guidelines;
12. Maintains current knowledge of Town, department, and facility programs and accurately relate this information to the general public;
13. Effectively utilize automated systems and other software to assure efficient office management;
14. Performs other duties and roles as assigned by Parks and Recreation Director.

KNOWLEDGE, SKILLS AND ABILITIES:

General knowledge of the theories, principles, practices of professional recreation work; general knowledge of department policies and procedures; general knowledge of community organizations and human service agencies as related to the field of recreation; ability to implement and evaluate programs with an emphasis on community based recreation; essential knowledge of first aid methods and safety precautions; general knowledge of department policies and procedures; ability to use automated systems and equipment for assigned tasks; ability to maintain order in a public facility; ability to supervise and manage the work of other staff and volunteers; ability to perform administrative and supervisory tasks when manager is absent; ability to communicate both orally and in writing in a clear and concise manner; ability to establish and maintain effective working relationships with employees, volunteers, committees, and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to a bachelor's degree in recreation, physical education, or related field. Prior supervisory experience is required. Certified Parks and Recreation Professional preferred.

SPECIAL REQUIREMENTS

Must possess satisfactory results of a criminal history background check and CPS Registry check. Must be willing to work a very flexible work schedule; nights, days, and weekends to meet facility needs. CPR and First Aid certifications within 60 days of hire. Must be 18 years or older. Occasionally may be called in to handle program and staff emergencies.

DISCLAIMER:

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications as required of employees assigned to this job.