



POSITION AVAILABLE

TITLE: **ASSISTANT SUPERVISOR MEMBER SERVICES**

HOURS: Mon 12pm – 8pm; Tues-Thurs 1pm - 9pm; Sunday 10am – 6pm
Nonunion, exempt position

JOB DESCRIPTION: Responsible for managing front desk operations, membership/program sales, and providing exemplary customer service to Recreation Center members and guests. Oversees building staff and operations on nights and weekends in cooperation with section managers.

- The position is the frontline provider of support to members and assists in tailoring programs/services, including onsite party requests.
- The position requires the ability to work independently with minimal supervision, adhere to strict timelines, maintain accurate records, and communicate effectively.
- This position reports to and supports the Member Services Head Supervisor.

ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES:

- Assist with hiring, onboarding, scheduling, managing and motivating 10-15 Front Desk Attendants that work evenings, weekends and holidays.
- Evaluate front desk performance; Special focus on phone and personal interactions, accuracy, and a positive approach to their work.
- Model, enforce and coach employees to provide positive experiences for members and guests.
- Regularly interacts with members and program participants throughout the facility to obtain feedback on quality of product, service levels and overall satisfaction.
- Support Ridgefield Parks & Recreation goals and revenue development, including membership sales/retention.
- Accurately manage all membership related activity and inquires; including but not limited to cash, check and credit card payments, cancelations, changes, refunds, non-payment and notification of renewal or aging out.
- Manage the input and upkeep of monthly pay memberships.
- Streamline, manage and update onsite party requests, and coordinate with maintenance and facilities coordinator to organize facilities in advance (weekends only).
- Review reservation agreement forms for accuracy, perform calculations and ensure fees and party guidelines are current. Recommend updates as needed.
- Remain knowledgeable in all Parks & Recreation programs, class schedules, and membership information and provide timely and accurate information to fellow employees and front desk staff.
- Conduct facility tours as needed.
- Executes emergency action plans, in a calm, professional manner.
- Act as building manager in absence of senior staff in all questions and issues from customers and staff.

- Perform other related duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES REQUIRED

- Reliable attendance and timeliness to scheduled shift; Ability to work a varied schedule, including days, evenings, weekends, and some holidays.
- Ability to communicate effectively orally and in writing; ability to give and understand oral and written instructions.
- Positively adhere to and enforce Parks & Recreation policy and procedures.
- Must be able to prioritize duties; Solid work ethic, attention to detail, initiative and resourcefulness are vital
- Occasionally work in an outdoor environment
- Ability to calculate figures and amounts such as discounts, interest, percentages, area, circumference, and volume.
- Ability to operate a phone system, and personal computer utilizing word processing, spreadsheets, and recreation software.

EXPERIENCE/QUALIFICATIONS:

- High school diploma with experience in recreation, hospitality, business management, or human resources.
- Must have prior management/supervisory level experience
- Must pass background investigation, post-offer drug screen and pre-employment physical

PHYSICAL REQUIREMENTS:

Ability to communicate effectively orally and in writing, as well as give and understand oral and written instructions. Ability to interface and problem-solve with the public. Ability to sit, stand, stoop, squat and lift 25 lbs. Position requires working in a normal office environment, and occasionally outdoors.

HIRING RATE:

\$50,000 - \$54,500 depending on experience

JOB POSTING DATES: Until filled

Apply to Human Resources, Town of Ridgefield via email at personnel@ridgefieldct.org or fax us your resume at 203.431.2328

Applications may be downloaded from our [website](http://ridgefieldct.org) at ridgefieldct.org