

City of Shakopee
POSITION DESCRIPTION

TITLE: Guest Services Supervisor
DEPARTMENT: Park and Recreation
CLASSIFICATION: **Supervisor**
REPORTS TO: Recreation Facilities Manager
STATUS: Full-Time, Non-Exempt
PAY GRADE: 140
LAST REVIEWED: 4/6/21

SUMMARY:

Under the direction of the Recreation Facilities Manager, the Guest Services Supervisor is responsible for supervising and directing the Community Center's guest services operations including front desk customer service and staff payroll.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Participates in developing and implementing Community Center policies and procedures.
- Assists with enforcement of policies, procedures, rules and regulations, which includes acting within delegated authority to take enforcement action.
- Supervise guest admission and membership sales and assist other visitor access in rental spaces.
- Promote Community Center memberships and special events.
- Resolve guest issues and complaints.
- Execute safety response and procedures that ensure protection of guests and property.
- Utilizes registration software to facilitate guest access and tracking, and recreation program execution.
- Ensure guest services is staffed to provide quality customer service.
- Train, retrain, and supervise guest services staff.
- Monitor job performance of guest services staff and may participate in formal reviews.

QUALIFICATIONS:

Minimum qualifications Must be 18 years or older. Strong organizational, oral and written communication skills are required. Able to work independently, assessing situations and responding in a decisive and fair manner. High School diploma. Must have current CPR & First Aid certification or ability to achieve within three months of hire.

Desired qualifications include a 4-year degree in Parks and Recreation or Sports Management.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Knowledge of Community Center programs and services.
- Knowledge of the philosophies, principles and practices of professional recreation work.
- Knowledge of City/ department administrative procedures (i.e. purchasing, human resources, budgeting, billing/receipting, etc.).
- Knowledge of fundamentals of staff supervision and management.
- Knowledge of customer and client relation fundamentals and practices.
- Supervising, coordinating monitoring, scheduling, delegating and handling personnel actions and staff.
- Ability to establish and maintain effective working relationships with guest services staff, the general public, city staff and management personnel.

SUPERVISION

- Supervises guest services operations of the Community Center and related staff.

INTERNAL/EXTERNAL CONTACTS

- Daily contact with internal administrative staff and other departmental staff.
- Daily contact with the general public.
- Interaction with first responders.
- Assistance support provided to other City Departments as needed.

WORKING CONDITIONS

While performing the duties of this job, the employee is regularly required to stand; walk; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee frequently is required to sit and climb or balance. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

EQUIPMENT REQUIRED TO PERFORM JOB

- Desktop Computer
- Desktop Phone
- Copy/Scanner/Fax Machine
- Laminator
- Walkie Talkie

The City of Shakopee is an Equal Opportunity Employer.