



Job Title: Facility Services Associate

Department: Guest Services

Status: Part Time

Benefits: Standard District Benefits are provided

Starting Hourly Range: \$16 - \$17 DOE

- Adjustments are determined annually by the Facilities Manager

Supervisor: Guest Services Specialist and Facilities Manager

The following statements are intended to describe the general nature and level of work to be performed by the individual within this classification. They are not to be considered an exhaustive or all-inclusive listing of the position's duties and tasks, as they may change or be adjusted, as situations require

JOB DUTIES

- Assist the Guest Services Specialist and Facilities Manager with all day-to-day operations pertaining to facility setup, cleanliness, and supervision during high traffic hours.
- Performs operational duties to meet the needs of members' at all recreational facilities .
- Serves as staff for all facility setups in meeting rooms and WPRD events.
- Assists with the supervision and control for the efficient operation of the facility. Determines and continually evaluates appropriate member services as they pertain to operations, including vending, cardiovascular and weight equipment, gymnasium, and other services to enhance member satisfaction. Evaluates and reports customer suggestions for improved and/or additional services.
- Supervises building during high traffic times and responsible for the overall safety and security of all staff, members, guests and facilities.
- Provides support for all rec program setups including nets, bleachers and chairs.
- Assists in determining priorities and allocating resources to meet the objectives of the WPRD regarding the efficient operation of recreation facilities.
- Works to ensure compliance with the policies, rules and regulations, and governing documents of the WPRD associated with the recreation function and governing regulation agencies, i.e. ND Department of Health, for aquatic environments.
- Responds to emergencies and calls appropriate code when necessary. Knowledgeable in all emergency code procedures.
- Supervises work projects and assignments directly and by working with other support staff.
- Complete daily cleaning checklist assigned by Guest Services Specialist.
- Coordinates use and scheduling of the facility for optimum use of programming space.
- Troubleshoots facility related issues in the best interest of patrons and maintenance and cleanliness of property.
- On site contact for behavior issues and responsible for reporting any incidents requiring discipline to Management.
- Regular locker maintenance to maintain in working condition and weekly money removal.
- Performs related duties as assigned and required.

SUPERVISORY RESPONSIBILITIES

- N/A

GUIDELINES

- Include the Park District Policies and Procedures. These guidelines are clear and specific but may require some interpretation in application.

MINIMUM QUALIFICATIONS

- Sufficient experience to understand the basic principles relevant to the major duties of the position
- Current CPR Certification, or able to obtain within 1 month
- Ability to work weeknights and weekends as needed
- Ability to work with limited supervision
- Ability to lift a minimum of 30 pounds or heavier lifting with other employees
- Ability to effectively communicate verbally and in writing
- Knowledge of operational policies, procedures, accepted standards and methods of the parks and recreation field in managing facilities and programs
- The knowledge and ability to manage multiple tasks
- Have essential physical and mental capabilities in the following: Interpersonal skills, memory, attention to detail, follow directions, comprehension, calculating, reading, writing, speaking, evaluating, mathematics, organizing and innovation

EDUCATION: High School education preferred.

EXPERIENCE: Previous customer facing Guest Service experience preferred