



## FACILITY COORDINATOR

<b>Position:</b>	Facility Coordinator
<b>Department:</b>	Lake House
<b>Reports to:</b>	Lake House Manager & Recreation Supervisor-Special Events
<b>Location:</b>	Lake House
<b>Status:</b>	Seasonal
<b>Hourly Wage:</b>	\$18.25-\$22.01 hourly

### Nature of Work

Under the direction of the Lake House Manager and/or Recreation Supervisor-Special Events this position assists by performing event duties as assigned, overseeing seasonal staff, monitoring activity on the Lake, providing assistance as necessary including collecting fees for various activities, and providing customer service to all patrons at the Lake House.

### Essential Functions

- Assists in the supervision of seasonal staff and park attendants
- Helps organize staff files and other pertinent documentation related to staff trainings, etc.
- Assists and provides oversight of daily operation and seasonal activities as related to the Lake House
- Assists in hiring and scheduling of seasonal staff while adhering to all employment laws.
- Manages opening and closing shifts with part time staff.
- Maintains employee check list for required staff trainings and certifications such as First Aid, CPR, and emergency water safety.
- Manages and maintains boating fleet and ice skating supplies including skate rentals
- Responsible for inventory management and monitoring concessions
- Assists in answering phones and other customer inquiries
- Responsible for customer relations while managing patron communication and feedback
- Helps organize event set-up and take-downs as needed
- Ensures EPRD policies, rules and regulations are adhered to at all times by patrons and employees
- Follows Safety Manual protocols and adheres to emergency procedures for the Lake House facility
- Inspects facility to ensure safety and while enforcing District policies
- Monitors and assists in the cash reconciliation process while also helping to complete daily cash reports
- Assists in overseeing sailing camps and other outdoor programs, including ensuring all best practices and water safety measures are being followed at all times
- Prepares and assists in Lake Operations staff trainings.
- Enhances and adds creative programming at the Lake House during shoulder seasons
- Collaborates with other EPRD programs and camps
- Serves as a backup during reserved events and provide support for facility walkthroughs
- Manages the commercial permitting process for outside entities
- Assists in Lake House events; summer concerts, hockey tournaments and event showcase
- Improves data collection of visitors (i.e. tallying private boaters entering each day)
- Provides additional support allows the Recreation Supervisor-Special Events to focus on growing and developing current events.
- Develop more revenue driven concessions as well as in house merchandise sales program
- Field more public calls to create a sense of consistency
- Offset demands needed during the shoulder season (i.e. private boating, events, seasonal transition and prep)



- Must possess a highly defined focus toward both internal and external guest service.
- Administers first aid if needed and follows Safety Manual protocols on accident reporting procedures and guidelines.
- Other duties as assigned

### **Management & Supervisory Duties**

- Directly supervises seasonal staff (skating, boating and maintenance) ,which included but not limited to hiring, scheduling, assigning and monitoring work
- Monitors the activity and safety of visitors using the Lake House facility and amenities
- Mentors and trains new/youth staff by providing guidance, direction, and support.

### **Illustrative Examples of Duties**

- Operates Point of Sale (POS) and other computer systems
- Professionally greets patrons and responds to customer inquiries
- Monitors staff and ice conditions during skating and communicate any concerns to supervisor
- Prepares daily sales report, deposits, and reconciliations
- Assists in tracking and maintaining fleet management and repair
- Facilitates Room Rentals
- Backs up front desk staff for breaks, lunches, sick days, and vacation days

### **Skills**

- Effective verbal skills to communicate with employees, coworkers and customers
- Ability to calmly and professionally resolve and/or mitigate any patron feedback or issues
- Basic mathematical skills that can be used to convert change
- Ability to multi task and manage several projects in a timely fashion
- Customer Service skills
- High level of communication skills/leadership skills

### **Knowledge**

- Knowledge of Microsoft Office products
- General knowledge of building mechanical systems, and basic maintenance and repair or knowledge of who to call if needed
- Knowledge of District including facilities, parks, classes, events, activities, and organizational structure

### **Abilities**

- Ability to conduct oneself in a mature, professional manner, with an emphasis on customer service
- Ability to communicate effectively, both verbally and in writing
- Ability to establish and follow priorities
- Situational awareness – responsible for knowing what is in the building and going on around you at all times
- Multi-tasking as needed
- Ability to plan and organize staff trainings if needed
- Ability to plan, organize, prioritize, coordinate, assign and evaluate the work of subordinate personnel

### **Required Training, Experience & Qualifications**

- Minimum of two years of experience in a customer service role;
- High School diploma, GED, or equivalent



- Current CPR/First Aid/AED certifications required (If not current must obtain within 1 month of hire)
- Supervisory experience preferred

\*Please note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with this job.

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