



550 North 200 West, Bountiful, UT 84010
(801) 298-6220

NOTICE OF JOB OPENING Customer Service Manager

Posting Date: July 8, 2020

Starting Salary and Grade: \$18.90 – Grade 10

Position Type: Full-Time and Benefits

How to Apply:

Send resume and completed application to -
Electronically - mary@southdavisrecreation.com

By Mail – South Davis Recreation Center, c/o Mary Gadd, 550 North 200 West, Bountiful UT 84010

*applications can be filled out on-line at www.southdavisrecreation.com/forms, requested through email to mary@southdavisrecreation.com or in person at the front desk of facility

Deadline to Apply: 5:00 p.m., Wednesday, July 22, 2020

Overview:

Supervise and manage front-line employees in the customer service field and ensure all policies are followed.

Position Reports To: Office Manager

Supervision Received From: Office Manager, Executive Director, Ice & Recreation Director, Aquatics & Fitness Director and Maintenance Supervisor

Supervision Exercised:

Provides **direct** supervision to part-time employees on the front-line including: Front Desk Supervisors & Cashiers, Snack Bar Manager & Cashiers

Performs **general** supervision of other part-time employees including: Managers on Duty, Daycare Director & Aides, Janitorial Staff

Example of Duties:

Performs a variety of routine administrative, clerical and first line supervisory duties as needed to expedite the delivery of programs, goods and services including complex membership billing; handles customer issues and concerns; provides information to inquiring parties; operates a cash register; acts as a registration software system administrator; manages facility rentals and reservations; directs and oversees general upkeep and custodial duties in front end and in rooms that are rented; orders supplies for reservations.

Prepares letters, emails, reports, memos, or other general correspondence; maintains a calendar of events with other management staff and relays the information to staff and public; assists in updating website information; works with contracted marketing vendors.

Performs general bookkeeping and accounting; processes receipts, including fees and revenues; balances all revenues with receipts; issues refunds; ensures the daily deposit is completed; prepares reports and summaries; prepares invoices for rentals, reservations and groups.

Initiates and participates in the hiring process; monitors and evaluates staff performance; prepares work schedules; assures shifts are properly staffed; prepares time sheets and verifies hours worked; creates and

maintains the development of worker skills by performing on-the-job training; assures compliance with established policies and procedures, etc.; conducts regular meetings with part-time employees; makes recommendations affecting job retention, advancement and discipline.

Receives and reviews vouchers and invoices of items purchased; submit claims for payment of expenditures or purchase orders through established procedures; requests new vendor accounts when necessary; monitors equipment and keep maintenance records; initiates purchasing of replacement or new equipment.

Monitors guest activities to assure compliance with facility policies and rules; assures safety guidelines are adhered to; disciplines or ejects guests from the facility for violation of rules; sells and maintains records of memberships; contacts members with delinquent accounts and variances; prepares monthly mailers for expiring memberships; prepares reports of membership sales; processes monthly payment for memberships and other programs and maintains payment processor records.

Works alongside the Race & Special Event Coordinator to manage assigned areas and duties during special events and races held by the facility.

Other duties as assigned.

Education and Experience:

A. Graduation from High School and two years of trade or technical college. (Preference given for Bachelor's degree)

AND

B. Three (3) years of responsible experience performing the above or related duties; two (2) years of which must have been in a supervisor capacity

OR

C. An equivalent combination of education and experience.

Special Qualifications:

Must be able to type 40 wpm.

Must be willing to work evenings, holidays and weekends.

Must be CPR, AED and First Aid certified or obtain within three (3) months of hire.

Essential Functions, Knowledge, Skills and Abilities:

Working knowledge of general principles of supervision; modern office practices and procedures; grammar, spelling and punctuation; filing systems related to alphabetical and numeric files; computer operation and various software applications such as word processing, spreadsheets, desktop publishing, website content, and proprietary point-of-sale software; telephone etiquette, various office machines, i.e., ten-key, copy machine, laminator, fax, etc.; administrative procedures; interpersonal communications skills; common management practices and procedures; conflict resolution methods; cash register operation and programming; general bookkeeping and accounting.

Ability to exercise initiative, independent judgment and to act resourcefully under varying conditions; establish and maintain effective working relationships with fellow employees, the public, elected officials and other organizations; ability to communicate effectively verbally and in writing and to perform basic mathematical computations; evaluate employees.

Work Environment:

Incumbent of the position generally performs in a climate controlled environment. Tasks require a variety of physical activities, generally involving muscular strain, such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Common eye, hand, finger dexterity exists. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminate thinking and creative problem solving.