



AMERICAN FORK CITY HUMAN RESOURCES DEPARTMENT

51 EAST MAIN, AMERICAN FORK, UTAH 84003

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IN-HOUSE EMPLOYMENT OPPORTUNITY

OPEN DATE: September 5, 2019

CLOSE DATE: September 13, 2019

I. Position Title: Part time Evening Operations Manager

Department: Fitness & Recreation

Position requires evening and weekend work as assigned. Position is shared between 2 or 3 employees with the following shifts: Mon.-Thurs: 4:00pm to 10:30pm, Fri. & Sat: 4:00pm to 8:30pm. **Current shift requirements: Thursday & Saturday.**

II. Summary Statement of Overall Purpose/Goal of Position: This position is under the direction of the Recreation Director, the Fitness Center Office Manager and Other Fitness Center Management Staff. This individual is responsible to ensure the safety, operations, and supervision of the facility and the patrons in and around the facility and swimming pool.

III. Essential Duties:

- Provide quality customer service to all patrons and be a positive example to other employees. Be available to assist staff with responsibilities, discuss questions and concerns and help in any way you are able. Must have a good working knowledge of the computer system and patron service responsibilities so they can help as needed and required.
- Assist with the recruiting, hiring and training of the patron service representatives. Work closely with the office manager to supervise, monitor and evaluate patron service representatives.
- Assists patron service with admittance monitoring. Communicate with patrons to address their concerns and suggestions. Take people on tours of the facility to promote memberships sales. Explain the amenities, resources and rules to all patrons. Take care of issues such as filling out accident and incident forms. Ensure that the Emergency Action Plan is followed when necessary. Communicate with Police, Ambulance & Fire crews when needed.
- Oversees and coordinates the nightly closure of the facility.
- Monitors facility and locker rooms to ensure cleanliness and safety. Communicates with management regarding staff, facility and patron issues as they arise. Monitors facility usage and staffing requirements to cover work load.
- Monitors swim meets and other competitions or events held at the fitness center.
- Assists full time and key staff with other projects as assigned
- Updates social media sites, facility website and other communication methods for the departments.
- Oversees advertising that transpires within the facility. Approves flyers that are submitted in a timely manner and reviews flyers that are posted to make sure they are current.
- Participates in bubble put up and take down assignments. During pool closure times, will be assigned days and time to help with bubble tasks, facility cleaning and maintenance.
- Serves as membership specialist and work with the Director to develop plans to attract and retain members through surveys, email campaigns, advertising
- Oversees the facility Marshall Program. Including recruiting, training, scheduling volunteers to help with monitoring of the facility

IV. Qualifications:

Education: Two years of related experience of which one year must have been supervisory experience or equivalent combination of related education and experience.

Experience and Training: At least 18 years of age. American Red Cross Certifications (current or must obtain in a timely manner): First Aid, CPR for the professional rescuer, AED. Responsible to remain current on all certifications during employment. Good supervisory skills, ability to work under stressful conditions, good problem solving skills and a willingness to

help others. Ability to accept constructive criticism and improve in supervisory role. Set a positive example for those assigned to supervise.

Knowledge: Good working knowledge of the credit card machine, phone system, copy machine, fax machine and other office equipment to be able to resolve issues as they arise. Knowledge of the T.V. and sound system, fire system and basic knowledge of pool equipment operations and what to do in times of equipment malfunction or failure.

Have a working knowledge of head guard responsibilities. Including but not limited to chemical logs, guard rotations, changing the basket, equipment functions, EAP.

Be knowledgeable and help out with all recreation program related tasks.

Communication Skills: Must possess the ability and willingness to professionally communicate with the public, supervisors and other employees.

Tool, Machine, Equipment Operation: Occasional use of a City vehicle; frequent use of computer, printer, and telephone.

V. Working Conditions: Duties are performed in an office environment. Exposure to a variety of weather conditions may occur while driving or conducting occasional field inspections. Physical exertion is required for frequent bending, reaching, kneeling, sitting, or standing for prolonged periods of time. The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.

To Apply: Individuals interested in this position must submit an application and letter of interest, copies of required certifications, to the American Fork Fitness Center, Attention: Derric Rykert or derric@afcity.net.

Wage is \$11.00 - \$15.00/hour depending on experience/education.