



ARLINGTON HEIGHTS PARK DISTRICT

JOB DESCRIPTION: ASSISTANT CLUB MANAGER - FVRFC

DEPARTMENT: Recreation and Facilities

FLSA CLASSIFICATION: Full-time Exempt

POSITION FOCUS

Responsible for managing the facility operations of the front desk, reception area, fitness classes, racquetball operation, and fitness center at the Forest View Racquet and Fitness Club and oversees outdoor pickleball reservations and permitting

SUPERVISORY RELATIONSHIPS

- Accountable to the General Manager of Racquet Sports Operations
- Supervises the Front Desk staff

ESSENTIAL JOB DUTIES

- Manages the operation of the reception desk, including computer entry, class registration, processing transactions, and account inquiries
- Schedules and oversees the day-to-day work of desk staff
- Hires, trains, supervises, and evaluates part-time staff
- Assists Tennis Director with academy and instructional program promotion and registration
- Responsible for overseeing the promotion and sales of club memberships
- Establishes good working relationships with patrons, the community, and the general public
- Processes league and permanent court time contracts
- Prepares the setup of permanent court time invoicing
- Enforces Racquet Club and Park District policies and procedures
- Prepares necessary forms, reports, and membership correspondence as needed.
- Manages and oversees racquetball leagues and programming
- Manages the outdoor pickleball and outdoor Forest View tennis courts permit program, including paddle up play, daily, and seasonal reservations
- Collaborate with the General Manager of Racquet Sports Operations in the organization and execution of club tournaments and special events
- Evaluate the effectiveness of existing fitness and racquetball programs
- Requisition purchases and distributes equipment and supplies
- Conducts staff meetings with Forest View staff
- Works closely with the General Manager of Racquet Sports Operations to keep informed of daily operations, ensure a smooth transition between shifts, and maintain adequate inventory of merchandise and supplies at all times
- Maintains cash controls and processes bank deposits per direction from the Finance Department
- Maintains a working knowledge of all facility equipment
- Maintains club website with updated information
- Handles the preparation of court sheets and monitoring of court sheet information
- Attends work regularly to keep operations running at a high and consistent level
- Performs the job safely and in compliance with District policies, procedures, work and safety rules, and the employee handbook
- Maintains a clean and organized work environment
- Additional functions as assigned, which may be considered essential

SECONDARY JOB DUTIES

- Maintains an awareness of current trends in tennis and pickleball for incorporation into the facility's business plan
- Provides orientation and training to staff
- Maintains required departmental records and records of programs and class participation statistics
- Prepares bid documents and purchase orders to be approved by the Superintendent of Recreation
- Prepares and updates required staff and/or program manual, as needed
- Acts as a liaison with community groups and makes presentations as requested
- Attends meetings and participates in IPRA, IAPD, and local community agencies, associations, and organizations

- Attends professional conferences and workshops when offered to promote knowledge in related areas of responsibility and for continuing education
- Performs other duties as assigned

REQUIRED KNOWLEDGE

- Good knowledge of the principles, practices, and objectives of revenue facility management
- Basic knowledge of tennis club management
- Good knowledge of program development
- Strong knowledge of the principles, practices, and objectives of park and recreation administration
- Good knowledge of the principles of financial management
- Good knowledge of pertinent safety precautions

REQUIRED COMPETENCIES

- Ability to assist in supervising and training the Racquet Club part-time staff
- Capacity to provide a high level of customer service to internal and external customers
- Ability to maintain positive and effective working relationships with other employees, and children, and the Capacity to perform CPR when required
- Ability to respond to inquiries and requests received from the general public
- Ability to work with general direction from the immediate supervisor
- Capacity to work and maintain composure in periods of high activity and emergencies
- Capacity to follow through on tasks to completion
- Ability to work in a team atmosphere, promoting positive work relationships with supervisors and co-workers
- Ability to demonstrate leadership qualities to perform required work
- Capacity to be self-motivated and achieve assigned goals
- Ability to maintain self-control and composure in difficult situations
- Ability to follow directions and communicate verbally and in writing and to read and understand printed materials
- Capacity to proactively resolve problems, if authorized to do so, or to refer problems to the immediate supervisor
- Ability to pass the Park District's Defensive Driving training, to drive to various Park District locations

EDUCATION, EXPERIENCE, AND TRAINING

- BA/BS in Parks and Recreation, Business Administration, or a closely related field from an accredited college or university
- Minimum of two years of demonstrated success as a recreational or revenue facility manager
- Or, any equivalent combination of education, experience, and training
- Valid Illinois Class "D" Driver's License
- CPR, AED, and First Aid Certifications required within six months of employment; Instructor level preferred

HOURS

- 40 hours a week, a combination of daytime, evening, and weekend hours required weekly, with work hours designated by the Director of Recreation and Facilities
- Employee shall be on call as required
- Employee is expected to be on duty whenever the need exists

PHYSICAL DEMANDS AND ENVIRONMENTAL CONDITIONS

- Standing and sitting for sustained periods while completing work
- Repetitive hand/arm movements such as when working on a computer keyboard, calculator, etc.
- Some bending, kneeling, and reaching for items off the floor and on high shelves
- Ability to lift to 25 lbs. in tennis, racquetball, or fitness merchandise, paper boxes, storage boxes, and other supplies
- General work area an indoor, smoke-free environment with controlled temperature and fluorescent lighting
- Occasional exposure to natural and potentially extreme weather conditions while supervising employees or attending job-related activities at locations away from the office
- Exposure to noise distractions from employees or equipment operation in adjacent work areas
- Infrequent exposure to cleaning materials and office supplies
- Capacity to work in a high-stress environment under multiple deadlines and with frequent interruptions

- Ability to work extra hours to accomplish and complete a high volume of work
- Exposure to chronic infectious disease while performing routine first aid or emergency procedures
- Protective clothing and equipment are required as they pertain to the particular job duty:
- CPR barrier devices such as a mask or mouthpiece
- Non-latex gloves

This job description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements, and additional duties may be assigned at any time.

Board Approved – 4/30/02

Revision Approved – 9/1/04, 11/27/06, 8/27/10, 6/4/12, 11/1/13, 7/22/19, 8/13/21, 2/24/22, 3/10/26

Reviewed – 9/10/2008, 09/27/2023



Executive Director