



**Town of Colchester
Parks and Recreation Department**

Position: Customer Service Supervisor

Department: Parks and Recreation

Reports to: Recreation Center Manager

Created: September 2024

Classification: Non-Exempt, Part-time

Job Function:

Under the direction of the Recreation Center Manager, Customer Service Supervisors oversee the operations of the Front Desk at the Recreation Center. This position works cohesively with the Recreation Center Associate to complete daily tasks and responsibilities. This position requires leadership skills, excellent punctuality and reliability, good judgment, great customer service skills, and the ability to take initiative to complete tasks.

Essential Functions:

- Manages the performance and operations of Recreation Center Associates, while on shift.
- Frequently walks through the building to ensure safety, cleanliness and proper use of equipment and provides counsel to members and patrons; reports any issues that require escalation to management promptly.
- Provides a welcoming presence for all community members.
- Assists with membership questions and purchases.
- Collects program registrations and payments.
- Communicates effectively with all stakeholders, including instructors and trainers, members, patrons, and all Town staff members.
- Conducts building tours for new members and visitors.
- Possesses the ability to multitask and takes initiative to complete new projects, and assigned duties and responsibilities.
- Follows procedures for all maintenance repairs, as directed by the Recreation Center Manager.
- Oversees building operations during night or weekend shifts.
- Understands and enforces safety policies and procedures, and promotes a safe work environment.
- Identifies assigns, and as needed, performs cleaning functions that cannot wait until the next scheduled cleaning.
- Addresses any complaints or conflicts that arise professionally, and escalates to management, as needed.
- Attends monthly staff meetings.
- Completes building opening and/or closing procedures.
- Follows Town policies and procedures
- Maintains an organized workspace.
- Dresses appropriately, and maintains a professional appearance.
- Other duties, as assigned.

Minimum Qualifications:

- Must have at least two (2) years of experience in a supervisory role in customer service. Experience in a fitness or recreation facility is preferred.
- Excellent customer service skills
- Demonstrates excellent communication and organizational skills.
- Proficient in MS Office Suite, and/or G Suite; knowledge of recreation software preferred.
- Must be team-oriented and enjoy working with others.
- Maintains and promotes a positive and welcoming presence at all times.
- Ability to successfully pass a background check.
- Must have a high school diploma or GED.
- Valid Driver's license.

Physical Requirements:

These are the physical and mental requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental requirements will not automatically disqualify a candidate or employee for the position. Upon request for a reasonable accommodation, the organization may be able to adjust or excuse one or more of these requirements, depending on the requirement, the essential functions to which it relates, and the proposed accommodation.

X Seeing	X Ability to move distances within and between facilities and offices	X Lifting (specify) 40 pounds
X Color Perception		
X Hearing/Listening	X Climbing ability to mount and dismount equip.	X Carrying (specify) 40 pounds
X Clear speech	X Pushing/Pulling	
X Touching	X Typing	X Driving (local)
X Dexterity	X Standing	X Sitting
X Hand		
X Finger		

Mental/Reasoning Requirements:

X Reading- Simple	X Writing- Complex	X Analysis/Comprehension
X Reading- Complex	X Clerical	X Judgement/Decision Making
X Writing- Simple	X Basic Math Skills	X Stress

Work Environment

___ Shift Work	X Outside	___ Pressurized Equipment
X Works Alone	X Extreme Heat	___ Moving Objects
X Works with others	X Extreme Cold	___ High Places
X Verbal Contact w/others	X Noise	___ Fumes/Odors
X Face to Face Contact	X Mechanical Equipment	___ Hazardous Materials
X Inside	___ Electrical Equipment	___ Dirt Dust

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel to be classified. Nothing in this job description should be construed as a promise of employment at a particular level or for any particular time frame. This position is and "at will" position. The Town of Colchester reserves the right to determine, in its sole discretion, which functions are performed by which employees and to make