

CITY OF SHAKER HEIGHTS
Position Vacancy Announcement
January 15, 2019

Job Title: Supervisor, Thornton Park Facilities (Part-time)
Department: Recreation
Salary Range: \$13.36 (starting salary dependent upon qualifications)
Hours: Up to 12 hours/week; must be available to work evenings, weekends, and some holidays

GENERAL DEFINITION AND CONDITIONS OF WORK:

- The supervisor monitors the condition and use of Thornton Park and other recreational facilities for the purpose of maintaining a safe, clean and courteous environment for facility guests and staff.
- The supervisor represents the City of Shaker Heights Recreation Department as primary point of contact.
- Responds to staff and guest concerns. Provides a positive experience for facility guests. The supervisor will be responsible for monitoring seasonal spaces, such as Thornton Park pool, tennis courts, basketball courts, Skateboard Park, ice arena, and the playground.
- The supervisor is responsible for reporting to the Assistant Facilities Manager, but also works in cooperation with the Recreation Director, Facilities Manager, Program Coordinators and other Recreation Department Staff members.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

General Expectations: to include, but not limited to:

- Maintains a visible presence, communicates and assists staff, facility guests, program coordinators and those with facility reservations in an effective, timely and professional manner that is consistent with City customer service expectations;
- Monitors facilities, to provide a safe, clean and courteous environment to facility guests.
- Responds to staff and guest inquiries, resolves facility and equipment problems and provides information pertinent to City policies, procedures, programs and facilities
- The supervisor should be familiar with all scheduled activities during their shift;
- Be responsible for all monies collected and adhere to cash handling policies and procedures;
- Completes necessary reports relating to staff and guest injuries and accidents. Follows up as necessary.
- Assists in the setting up, teardown and moving of requested equipment and supplies for the Recreation coordinators and leaders;
- Assists in ensuring the facility is clean and suitable for programming which includes general cleaning such as: dusting, mopping and vacuuming or other cleaning functions;
- Frequently monitor areas of the facility and make sure that instructors and guests are abiding by the established rules and provide assistance as needed;
- Execute the directives given by the Recreation Department administrators.
- Assists the Assistant Facilities Manager with the monthly scheduling of Skate Patrol, Skate Rental, and Park Attendants.
- Other duties as assigned.

Specific Areas of Responsibility: to include, but are not limited to:

Ice Arena

- Skate Rental Office- supervision of cashiers, cash handling procedures, assistance with distribution and return of rental skates, as well as ensuring the highest standard of cleanliness and sanitation at the conclusion of each shift.
- Skate Patrol- ensuring that employees abide and enforce the public skating rules
- Front Office Staff- assist customer service representative as necessary
- Maintenance Staff- working in coordination with maintenance staff for proactive maintenance of Thornton Park equipment and furniture. Inform maintenance staff of necessary clean-up.
- Arena lobby- the lobby should always have clear walking lanes and any obstructions should be removed. The lobby is to be maintained clean and free of litter at all times.
- Community Room- the supervisor makes sure that the community room has the appropriate set-up for specific events (birthday parties, classes, events, etc.).

Swimming Pool

- Works in coordination with Pool Manager-this entails interaction with the pool manager to make sure that rules and regulations are being followed, as well as monitoring the capacity of the pool and the cleanliness and sanitation of publically used areas including deck areas, grass areas, the pool deck restrooms and women's and men's locker rooms.
- Concession Stand- the outside concession eating area should always be kept clean and trash emptied.
- Supervision of the park attendant staff to ensure efficiency in cleaning and sanitation tasks and promptly respond to incidents around the pool area in a professional manner.

Thornton Park Amenities:

- The following areas require that the on-site supervisor be visible to answer questions or concerns, as well as keeping these areas safe, clean and enjoyable for guests currently using these amenities.
- Skate Park- the skate park should be checked hourly to make sure that participants are safe and no injuries have occurred.
- Basketball Court- the basketball court should be monitored as much as possible during the summer months with its heavy use. Twenty minutes before closing the basketball courts, give the participants a 10 minute warning that the courts will close. Guest interaction at the basketball court is essential, good communication with the regular users of the court establishes better relationships and yields better cooperation for closing the courts.
- Playground- the playground should be monitored hourly ensuring the users of the playground are age appropriate.
- Tennis Courts- the tennis courts should be checked periodically, emptying trash as necessary.
- Batting Cage- the batting cage should be opened only if there is an adult over the age of 18 present. Participants are required to wear a helmet throughout their use of the batting cage.
- Sledding Hill (seasonal) - the sledding hill is a seasonal amenity and should be monitored periodically to ensure that no injuries have occurred and that all participants follow the set sledding hill rules.

KNOWLEDGE, SKILLS AND ABILITIES:

The Supervisor must exhibit sound judgment and take charge in emergency situations including administration of first response procedures. The supervisor is required to be on time and in proper attire for scheduled shifts. The supervisor displays good public relations etiquette and assures that the public users of the building are met with a positive, friendly, and fair manner. The supervisor is familiar with safe work practices. Visibility to the public is extremely important; the supervisor should be approachable in every situation and perform other duties as assigned.

EDUCATION AND EXPERIENCE:

Any combination of education and experience that would provide required knowledge and abilities is qualifying. High School Diploma required.

SPECIAL REQUIREMENTS:

The supervisor should be certified to administer first aid and CPR/AED. The supervisor should be able to fill out the City of Shaker Heights' Patron Injury Report in a timely manner and given to the Department Head after completion for review and signature. The supervisor should have the ability to speak with patrons in a professional and caring manner to retrieve pertinent information in order to complete the Patron Injury Report. The supervisor should also learn the City of Shaker Heights' Cash Handling Procedures, as it is a necessary skill to perform this job efficiently.

PHYSICAL REQUIREMENTS:

This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; work requires reaching, pushing, lifting; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken work levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, use of measuring devices, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

The City of Shaker Heights does not hire individuals who use or test positive for tobacco or nicotine products.

PLEASE FILE CITY APPLICATION AND/OR RESUME WITH CITY OF SHAKER HEIGHTS HUMAN RESOURCES DEPARTMENT, 3400 LEE ROAD, SHAKER HEIGHTS, OHIO 44120 OR E-MAIL TO human.resources@shakeronline.com EOE