

**TOWN OF MANSFIELD PARKS AND RECREATION  
POSITION DESCRIPTION**

**Title:** Weekend/Evening Facility Supervisor (part-time)

**Effective Date:** October 1, 2005 (Revised 4/2018)

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**General Description/Definition of Work**

This position performs intermediate paraprofessional and administrative work overseeing and supervising the Community Center facility. Duties include enforcing facility policies, rules and regulations; directing and supervising facility staff; providing reception related duties including processing registrations; providing tours to prospective members; and responding to the needs of members and guests. Work is performed under general supervision and supervision is exercised over subordinate staff. Position reports to the Director or Assistant Director of Parks and Recreation.

**Essential Job Functions/Typical Tasks**

- Provides all members and guests with the highest level of customer service, including a safe and clean facility; maintains order to ensure a safe and enjoyable experience for facility visitors.
- Provides patrons/residents with information concerning programs, cancellations and facility operations.
- Responds to patron questions, complaints, issues and inquiries about facility policies; troubleshoots and resolves problems.
- Enforces facility policies, rules and regulations; addresses difficult patrons with professionalism and tact and handles all situations in a fair manner; disciplines facility patrons in cases where rules and policies are violated.
- Supervises facility personnel and coordinates and directs work as needed; supports all facility staff in the performance of their assigned duties.
- Provides facility tours to prospective members and guests.
- Completes Receptionist duties on an as-needed basis
- Assists with event set-up and clean-up; cleans and maintains facility areas as needed, including general custodial functions.
- Opens and closes building as required.
- Completes necessary reports as directed and according to procedure.
- Recommends improvements to procedures and facility policies.
- Performs related tasks as required.

**Knowledge, Skills and Abilities:**

- Knowledge of customer service practices, and ability to apply those practices; possession of excellent oral communication skills (listening and talking); ability to present information regarding all center services and programs
- Knowledge of office terminology, procedures and equipment; knowledge of business English, spelling and arithmetic.
- Ability to plan and supervise the work of others; ability to establish and maintain effective working relationships with associates, program participants and the general public.
- Ability to learn and apply standard operating procedures, facility operations, and department policies.
- Ability to follow complex oral and written directions; skill in the operation of standard office, data entry and word processing equipment; ability to maintain records and prepare reports from such records.

**Education and Experience:**

Any combination of education and experience equivalent to graduation from an accredited community college with an associates degree and major course work in parks and recreation, hospitality, business or related field, with some responsible supervisory and facility/office management experience.

## **Weekend/Evening Facility Supervisor (cont'd.)**

### **Physical Demands and Work Environment:**

(The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The list is not all-inclusive and may be supplemented as necessary. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- 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 frequently or constantly to move objects, and some medium work requiring the exertion of up to 50 pounds of force occasionally, up to 20 pounds of force frequently and up to 10 pounds of force constantly to move objects.
- Work requires stooping, crouching, reaching, lifting, fingering, grasping, and repetitive motions.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities.
- Worker may be exposed to bloodborne pathogens and may be required to wear specialized personal protective equipment.

### **Special Requirements:**

Must obtain CPR certification prior to or during pre-service training period.

*The above description is illustrative of tasks and responsibilities. It is not meant to be all-inclusive of every task or responsibility. The description does not constitute an employment agreement between the Town of Mansfield and the employee and is subject to change by the Town as the needs of the Town and requirements of the job change.*