



## MAC Recreation District

1195 SE Kemper Way, Madras, OR 97741

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### PATRON SERVICES MANAGER

#### Job Description

**Reports to:** Executive Director

**Pay Rate/Status:** Starting at \$3,250/month (FLSA-exempt, salaried, full-time position)

**General statement of duties:** Manages, implements, oversees and evaluates district patron services. Also serves as the backup for district administrative functions, including human resources, purchasing, payroll, finance and risk management.

**Distinguishing features of the class:** The Patron Services Manager oversees, plans, implements and evaluates all patron services of the district. Supervision is provided to departmental staff. Work is performed under the direction of the Executive Director.

#### EXAMPLES OF ESSENTIAL DUTIES PERFORMED:

(Illustrative only. Any single position of a class will not necessarily involve all the duties listed, and many positions will involve duties that are not listed.)

- Manages the district memberships program, including coordination and communication with patrons on the status of their memberships, promoting and selling memberships, and managing an annual membership campaign.
- Central point of contact for the district's registration system, including managing all entries into the system and coordinating messaging with the district's Management team
- Works with Executive Director to evaluate, develop and implement district-wide administrative policies and procedures.
- Participates as a member of the District's Management Team.
- Communicates with patrons through the registration database, as well as other mediums when appropriate.
- Assists the executive director with various administrative functions of the district, including financial, human resources, and risk management support duties.
- Answers a telephone operating system directing calls to appropriate personnel while multitasking with patrons at the front desk.
- Responds to a variety of patron's questions with regard to programs, rentals, etc. including assisting patrons with program registration, facility rentals, and other needs as required.
- Professionally responds to suggestions and concerns from patrons regarding programs, activities, policies and practices.
- Provides excellent internal and external customer service. Creates a positive experience for coworkers and patrons through professional and courteous behavior and effective problem solving/resolution.



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- Communicates effectively and works cooperatively with all district staff.
- Problem-solves with the MACRD team regarding program activities/ rentals/events and other issues that may arise
- Assists with special projects assigned by supervisor (i.e. researching other recreation operations, inventorying staff shirts, cleaning and organizing designated areas, etc.)
- Provides office support by creating correspondence, memos, calendars, rosters and lists. May also make photocopies, collate and create files for program/staff.
- Attends and participates in mandatory staff meetings and trainings as appropriate and relevant to assignments and duties.
- Opens and closes facility including securing rooms, turning off lights and other equipment, and locking/arming the facility.
- Enforces appropriate facility operating policies and procedures.
- Performs emergency support as directed in the emergency action plan.
- Administers First Aid, CPR, and AED and respond to emergencies

### DESIRABLE QUALIFICATIONS:

**Knowledge:** Thorough knowledge of management techniques, principles, and practices related to patron services and customer service. Advanced knowledge of program registration and facility rentals, possess the skills to provide excellent customer service with the public, works independently and as part of a team; basic knowledge of mathematics; ability to use registration software and trouble shoot complex issues related to the software.

**Skills:** Effective written and oral communication skills. Professional and effective communication skills for working with patrons and team members; recognizes and resolves service, safety, and operational issues related to patron services. Bilingual in English/Spanish preferred.

**Abilities:** Interprets and applies regulations and policies pertaining to areas of responsibility; formulates goals, objectives, and programs to address the needs/concerns of the public and/or district employees; establishes and maintains an effective working relationship with other employees, managers, outside agencies, the Board of Directors and the general public. Can prepare and explain oral and written instructions for team members; works courteously and tactfully with co-workers and the general public; good judgment and initiative in carrying out work assignments; maintains composure in emergency situations; provides accurate information; effectively manages program registrations and facility rentals; works effectively with frequent interruptions.

**Experience and training:** A bachelor's degree or certification in a relevant field preferred. At least five years of customer service experience or equivalent operations



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experience; or any satisfactory combination of experience and training which demonstrates the knowledge, skills, and abilities to perform the above-described duties.

### KEY ATTRIBUTES:

1. **SELF MANAGEMENT:** The ability to prioritize and complete tasks in order to deliver desired outcomes within allotted time frames.

- Independently pursues business objectives in an organized and efficient manner.
- Prioritizes activities as necessary to meet job responsibilities.
- Maintains required level of activity toward achieving goals without direct supervision.
- Minimizes work flow disruptions and time wasters to complete high quality work within a specified time frame.

2. **DIPLOMACY AND TACT:** The ability to treat others fairly, regardless of personal biases or beliefs.

- Maintains positive relationships with others through treating them fairly.
- Demonstrates respect for others.
- Understands and values differences between people.
- Respects diversity in race, national origin, religion, gender, life style, age and disability.

3. **INTERPERSONAL SKILLS:** The ability to interact with others in a positive manner.

- Initiates and develops business relationships in positive ways.
- Successfully works with a wide range of people at varying levels of organizations.
- Communicates with others in ways that are clear and concise.
- Demonstrates ease in relating with a diverse range of people of varying backgrounds, ages, experience and education levels.

4. **TEAMWORK:** The ability to cooperate with others to meet objectives.

- Discards personal agenda to cooperate with other team members in meeting objectives.
- Contributes positively and productively to team projects.
- Builds and sustains a trust relationship with each member of the team.
- Supports other team members and team decisions.

5. **RESULTS ORIENTATION:** The ability to identify actions necessary to complete tasks and obtain results.

- Maintains focus on goals.
- Identifies and acts on removing potential obstacles to successful goal attainment.



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- Implements thorough and effective plans and applies appropriate resources to produce desired results.
- Follow through on all commitments to achieve results.

6. **PROBLEM SOLVING:** The ability to identify key components of a problem to formulate a solution or solutions.

- Analyzes all data relative to a problem.
- Divides complex issues into simpler components in order to achieve clarity.
- Selects the best options available to solve specific problems.
- Applies all relevant resources to implement suitable solutions.

**Physical demands of the position:** While performing the duties of this position, the employee is frequently required to sit, hear, and communicate. This position often requires bending and stooping, crouching, carrying with and without handles, pushing and pulling upper extremity, pushing and pulling hip/ leg assist, lifting (floor to knuckle and waist to shoulder), lifting overhead, reach below and above shoulder, and grip/manipulate objects. The position requires mobility including the ability to move materials weighing up to 50 pounds on a regular basis such as files, books, office equipment, bags, chairs and may frequently require moving equipment. Manual dexterity and coordination are required over 75% of the work period while operating equipment such as computers, keyboards, telephones, calculators, and standard office equipment. Persons with special needs may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to the disability and the ability of the hiring department to accommodate the limitation.

**Necessary Special Requirements:** Possession of or ability to obtain current first aid and CPR/AED certificates.

### ADDITIONAL INFORMATION:

Hours/Shift: To be determined based on patron services needs. Patron services hours are Tuesday-Saturday, 5:30am – 6:00pm, so schedule will be determined based on balancing the needs of the district and the employee's personal preference.

Equal Opportunity Employer