



## CITY OF FRUITA JOB ANNOUNCEMENT

**Date of Posting:** September 21, 2023  
**Job Title:** Guest Services – Recreational Fitness Coordinator  
**Department:** Parks & Recreation  
**Salary Range:** \$45,698 - \$48,370 annually, paid on a bi-weekly basis  
**Benefits:** Health Insurance, Dental Insurance, Vision Insurance, Holiday Pay, Sick Time, Vacation Time, 401(a), Flex Spending Account, and AFLAC Supplemental Insurance  
**Supervisor:** Facility Supervisor  
**FLSA Status:** Full-Time Exempt  
**No. of Positions:** 1

**SUMMARY:** Under the general direction of the Parks and Recreation Facility Supervisor, the Guest Services – Recreational Fitness Coordinator will perform professional planning, organizing, and administration in the following areas: daily operations at the front desk, financial reconciliation, childcare drop-in, and fitness programs. Additional responsibilities with facility events, and external special events. This position will provide exemplary service to the employees and citizens of the City of Fruita.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Foster teamwork amongst full and part-time staff and assist in the facilitation of a positive guest experience.
- Develop, implement, and oversee daily front desk operations, including:
  - Comprehension of and ability to navigate Sportsman Recreation Software
  - Accurate collection of fees, record keeping, and reports.
  - Maintain and administer general program and membership registrations, payments, membership cancellations, and transfers.
  - Maintain “insurance-paid” memberships, including eligibility and billing to the “insurance-paid” programs.
  - Manage accounting, posting, and reconciliation of operations in compliance with finance policies and procedures.
  - Maintain records and process reports for payments associated with the facility and ensure compliance with City of Fruita policies.
  - Manage concessions and merchandise sales.
- Work with the Facility Supervisor to set and oversee facility rules and policies.
  - Resolve customer concerns and complaints pertaining to registration, membership, and facility rentals.
  - Ensure that all facility spaces are in good working order and safe for public use.
  - Regulate and enforce facility rules, up to and including suspensions.
- Responsible for Fitness
  - Support and maintain a broad range of indoor and outdoor fitness classes and programs that engage members.
  - Create, publish, and oversee the monthly fitness schedule, maintenance log, and cleaning schedule.
  - Research and purchase fitness equipment and supplies to keep fitness area(s) and programs up to date and safe.

- Interview, hire, and train part-time and seasonal front desk, childcare, and fitness staff.
  - Coordinate training in customer service procedures, software programs, and fitness certifications.
  - Supervise, schedule, and evaluate the work of applicable part-time personnel.
  - Provide part-time staffing support for special events and programs.
- Assist with special projects and promotions as requested. This may include data collection, report preparation, purchasing, and other administrative tasks.
- Special event support City of Fruita and Community Center special events.
- Plan and prepare appropriate budgets for the front desk, childcare, and fitness operations.
- Maintain knowledge of trends within recreation by attending conferences and training classes.
- Act as a generalist within the department. This includes but is not limited to:
  - Assist other departmental and City staff with events and activities.
  - Respond to the public and other City staff with information about programs and services provided by the department.

## **SUPERVISORY RESPONSIBILITIES**

This position has supervisory responsibilities for the front desk, childcare, and fitness staff. All positions supervised are part-time or seasonal.

## **POSITION REQUIREMENTS:**

### **Education, Training, and Experience**

Completion of a bachelor's degree program at an accredited college or university with major coursework in Recreation Administration or a closely related field.

A minimum of two years of previous experience in a customer service-related position is required. Previous experience working in the recreation field and with indoor and outdoor fitness/programming is highly preferred. Proven experience in customer service and business administration. Must possess excellent computer skills including Microsoft Office and knowledge of Parks and Recreation Management Software for program registration, facility memberships, rentals, and point-of-sale options.

### **Special License, Registration, or Certificates**

American Red Cross CPR/AED/First Aid certification required or must have the ability to become certified within 6 months of hire date.

### **Knowledge, Skills, and Abilities**

- Knowledge of the principles and practices of public recreation.
- Knowledge of the principles and practices of indoor and outdoor health and fitness programming.
- Knowledge of the sociological and psychological needs of various groups participating in recreation and fitness programs and activities.
- Knowledge of promotional and public relations techniques
- Knowledge of modern management methods and practices.
- Skill in the use of personal computers, computerized recreation administration programs, and various application programs.
- Ability to oversee part-time and seasonal staff.
- Ability to assign, coordinate, direct, and evaluate the work of subordinates.

- Ability to communicate clearly, both orally and in writing.
- Ability to establish and maintain effective working relationships with others.
- Ability to maintain strong customer service skills while working with a large portion of the public.
- Ability to give public presentations.
- Ability to meet deadlines and manage multiple tasks.
- Ability to represent the City and Recreation Staff in a professional manner.

**Other and Physical Requirements of the Position:**

- Ability to work a flexible schedule, split shifts, evenings, and weekends as assigned.
- Ability to lift to 50 pounds on occasion as well as participate in vigorous activities.
- Ability to successfully pass a pre-employment background investigation.
- Regular attendance is an essential function of this position to ensure continuity.
- A valid driver's license and satisfactory driving record is required.

**TO APPLY:**

Submit a City of Fruita on-line job application, letter of interest and resume to Human Resources by close of business on Friday, October 6, 2023. On-line job application can be found at [www.fruita.org/hr](http://www.fruita.org/hr).

The City of Fruita is an Equal  
Opportunity Employer