

SPORTSPLEX MEMEBERSHIP & GUEST SERVICES MANAGER

Pulaski County

Department: Parks & Recreation

Supervision Exercised: Provides direct supervision of Member & Guest Services representatives and other assigned front-of-house personnel.

Supervision Received: Works under the general supervision of the Assistant Director of Parks & Recreation and receives administrative oversight from the Director of Parks & Recreation. Employee will undergo a six-month orientation period and will be evaluated at the end of the six-month term. Employee will be evaluated annually thereafter.

Classification (FLSA): Non-Exempt, Full-Time

Age Requirement: Individual must be at least 18 years of age

REQUIRED TESTING/SCREENING, LICENSES, AND CERTIFICATIONS: Drug & Alcohol Testing, Background Screening, current driver's license & Driving Record.

Alternate Essential OR Essential Employee: No

Residency Requirements: Not required

Work Hours: This position requires a flexible schedule including mornings, evenings, weekends, and holidays based upon facility operations, membership needs, tournaments, programs, and special events. Regular attendance during evenings and weekends is expected to support facility operations and community events.

Benefits Eligible: Yes

Leave Time Eligible: Yes

ESSENTIAL FUNCTIONS

The Events & Membership Manager is responsible for the overall administration, coordination, and daily oversight of the Pulaski County Sportsplex membership platform, guest services operations, and front desk staff. This position ensures exceptional customer experience through effective supervision, accurate membership administration, strong financial accountability, and consistent operational compliance. Oversees daily guest services operations, membership administration, customer service standards, front desk operations, and assigned event support staff. Coordinates work assignments, provides training, monitors performance, and ensures compliance with departmental policies and operational procedures.

The Events & Membership Manager serves as the departmental expert for membership enrollment, account management, auditing, reporting, and policy compliance while

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providing leadership to the Member & Guest Services team. The position also coordinates and supports Parks & Recreation and STEA events hosted within the Pulaski County Sportsplex by assisting with event logistics, facility readiness, staffing coordination, vendor communication, and customer service.

This position requires exceptional organizational skills, professionalism, attention to detail, and the ability to successfully manage multiple priorities in a fast-paced recreational environment. Physical presence on the job is required as essential functions and responsibilities are not suited to remote work.

JOB REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required.

RESPONSIBILITIES:

Leadership & Guest Services

- Supervise the daily operations of the Guest Services team.
- Schedule, train, mentor, and evaluate Guest Services Associates
- Ensure exceptional customer service standards are consistently delivered
- Resolve complex member and guest concerns, complaints, and service recovery situations
- Develop and implement front desk procedures that improve operational efficiency
- Monitor lobby operations to ensure a welcoming, clean, safe, and professional environment
- Coordinate staffing schedules to ensure appropriate coverage during all operating hours
- Conduct regular staff meetings, coaching sessions, and performance evaluations
- Assist with interviewing, onboarding, and training new guest services employees

Membership Administration

- Serve as the primary administrator for the Pulaski County Sportsplex membership platform
- Explain membership tiers, benefits, pricing, and policies to prospective members
- Process and oversee membership enrollments, renewals, upgrades, freezes, transfers, cancellations, and account modifications
- Verify membership eligibility for specialized membership categories and discounts
- Monitor recurring billing and assist members with payment issues and account questions
- Ensure membership records remain complete, accurate, and compliant with departmental policies
- Perform regular membership audits to identify discrepancies, inactive accounts, duplicate records, and billing errors
- Generate membership reports, participation statistics, and retention metrics

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- Monitor membership trends and recommend strategies to improve retention and enrollment

Financial & Administrative Oversight

- Oversee daily cash handling procedures and financial reconciliation performed by Guest Services staff
- Audit cash drawers, deposits, receipts, and transaction reports
- Ensure compliance with County financial policies and internal controls
- Review and approve refunds, credits, adjustments, and membership exceptions when appropriate
- Maintain accurate documentation for memberships, waivers, registrations, and financial transactions
- Prepare operational reports for department leadership
- Assist with annual budgeting and revenue forecasting related to memberships

Event Coordination

- Coordinate front-of-house operations for Parks & Recreation programs, tournaments, rentals, and STEA events hosted within the Sportsplex
- Coordinate event registrations, participant check-in procedures, credential distribution, and customer communications
- Work closely with event organizers to ensure facility readiness
- Coordinate staffing assignments to support tournaments and special events
- Assist with vendor coordination and event logistics as assigned
- Ensure event participants receive exceptional customer service before, during, and after events
- Monitor event operations and resolve customer service issues as they arise
- Assist with post-event reporting and operational evaluations

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE:

- Knowledge of membership administration, account management, and customer record maintenance procedures
- Knowledge of recreation facility operations, program coordination, and event support practices
- Knowledge of financial procedures including cash handling, reconciliation, revenue tracking, and internal controls
- Knowledge of departmental policies, operational procedures, and administrative processes
- Knowledge of customer service practices, conflict resolution, and service recovery methods

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SKILLS:

- Skill in supervising, training, coaching, and evaluating employees
- Skill in organizing and coordinating multiple operational priorities, programs, and events
- Skill in analyzing reports, identifying issues, and recommending process improvements
- Skill in preparing operational reports and maintaining accurate administrative documentation
- Skill in coordinating activities with staff, vendors, event organizers, and community partners
- Skill in using membership management systems, point-of-sale systems, and related software applications including Microsoft Word & Excel

ABILITIES:

- Ability to interpret and apply policies, procedures, and guidelines
- Ability to exercise sound judgment and make effective decisions in routine and challenging situations
- Ability to manage competing priorities and respond effectively in a fast-paced environment
- Ability to resolve operational issues and customer concerns appropriately
- Ability to maintain confidentiality of sensitive information
- Ability to work independently and contribute effectively as part of a team
- Ability to adapt to changing schedules, operational needs, and special event requirements

ADA REQUIREMENTS:

The employee is regularly required to communicate effectively with members, guests, staff, vendors, and the public; use a computer, telephone, point-of-sale system, membership software, and other office equipment; and perform administrative duties requiring attention to detail, organization, and accuracy. The employee must be able to sit, stand, walk, bend, stoop, reach, and move throughout the facility to monitor operations, assist customers, support events, and oversee staff.

The position requires the ability to occasionally lift, carry, push, or pull items such as supplies, equipment, event materials, signage, or other facility-related items weighing up to approximately 25–50 pounds. The employee may be required to work in a recreation facility environment with exposure to varying indoor and outdoor conditions, including heat, cold, humidity, noise, crowds, and active event settings. The employee must be able to remain alert and responsive during extended periods of facility operations, special events, and high-volume customer service situations.

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The employee must possess the ability to handle multiple tasks simultaneously, maintain composure in stressful situations, resolve customer concerns, supervise staff, and make sound decisions while maintaining a safe and professional environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

EDUCATION AND EXPERIENCE:

- High School diploma required
- Bachelor's Degree strongly preferred
- Minimum of three (3) years' experience in supervision capacity, facility management, customer service, event coordination or related field preferred

PROFESSIONALISM AND CONFIDENTIALITY:

- Understands and consistently implements all County policies and procedures
- Maintain strict confidentiality of all member information
- Shares knowledge and assists other staff with day-to-day activities to promote effective teamwork to accomplish the goals of the County

TRAINING AND JOB DEVELOPMENT:

- The employee is expected to participate in ongoing training and professional development related to County policies and procedures, customer service, conflict resolution, membership and registration systems, cash handling and financial controls, staff supervision, facility operations, event coordination, safety practices, emergency procedures, ADA compliance, and other topics necessary to maintain effective and efficient Sportsplex operations
- Works with staff to discuss and resolve problems and provide ideas for improvement
- Employees are required to complete and maintain all mandatory safety and compliance training in accordance with company policy and applicable State & Federal regulations.

Note: This job description is not intended to be all –inclusive. An employee will also perform other reasonably related job responsibilities as assigned by the County Administrator, department head or supervisor. Pulaski County reserves the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job duties or working schedules based on their duty to accommodate individuals with disabilities. The job description does not constitute a written or implied contract of employment.

I have read, understand and accept the duties, standards and expectations required of this position. I hereby affirm my good faith compliance with all County policies and procedures.

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Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- ☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions required of this job **without accommodation.**

OR

- ☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions required of this job **with accommodation(s).**

Please list the accommodation(s) needed to fulfill the essential functions of this job description:

Employee Name: _____
(Please print)

Employee Signature

Date