

Community Relations Supervisor – Events/Front Desk

JOB SUMMARY

Under the direction and supervision of the Superintendent of Recreation, the Community Relations Supervisor is responsible for overseeing the operational aspects of the Recreation Department, including registration, rentals, facility scheduling, and customer service. Leading a team, this role manages staff and volunteers, coordinates special events, and fosters community outreach efforts. With a focus on diversity, equity, and inclusion, the Supervisor ensures efficient operations, maintains positive relationships with patrons, community partners, and staff and upholds safety standards, embodying a commitment to providing exceptional programs and services to the community.

QUALIFICATIONS

Bachelor's degree in parks and recreation, tourism, public policy, or related field; experience in using RecTrac 3.1, customer service, events and community outreach. One year or more of office management experience in a customer service setting, with thorough cash handling experience is preferred. Certification in CPR, AED & First Aid within 6 months of employment.

SCHEDULE & PAY

This is a Full-Time, FLSA Exempt, at-will position. The hours are Monday-Friday, Days (with nights and weekends as needed, including on-call schedule).

BENEFITS OFFERED

In exchange for your time and talent, we offer a generous benefit package (including but not limited to):

- Medical, dental, and vision coverage, along with life insurance (basic and voluntary)
- Pension plan (IMRF and IMRF voluntary)
- Paid holidays and vacation, sick, personal, free memberships, free and discounted programs and facility discounts & usage benefits

Hanover Park Park District is an Equal Opportunity Employer.