

JOB ANNOUNCEMENT

**CUSTOMER SERVICE AND SALES MANAGER**

The CENTRE: Rolla's Health and Recreation Complex – City of Rolla, Missouri

**GRADE CLASSIFICATION:** 12-13 (Salary Range: \$36,185-52,713)

**FLSA:** Full-Time, Non-exempt

**EMPLOYEE BENEFITS:** Family health and dental insurance plan; life insurance; Custom Benefit Plan; ten (10) paid holidays; one (1) personal holiday and two (2) weeks vacation after first year of employment; LAGERS retirement program; and twelve (12) sick days a year.

**DESCRIPTION OF DUTIES:** Responsible for the general operation and administration of guest services, with a focus on customer service and sales. This position is responsible for retention of current membership and ensuring members have an optimum user experience. The manager must also be focused on growth of new members through various sales initiatives that include admissions, but also facility rentals. The position oversees multiple specialists in public relations, marketing and sales for the Centre and the Parks & Recreation Department, as well as the front desk staff, concessions, and babysitting service. The Customer Service and Sales Manager assists the director with budget development and coordination and with implementation of strategic planning objectives, personnel management and development. The position supervises up to 10-20 part-time employees.

**EDUCATION:** Graduation from an accredited four-year college or university with a degree in customer service, advertising, public relations or sales preferred. Three years related experience. Supervisory experience preferred. An equivalent combination of education and experience that provide the knowledge, skills, and abilities will be considered.

**SPECIAL QUALIFICATIONS:** Thorough understanding and embodiment of key customer service motivators, and training. Knowledge of the principles, practices, and techniques utilized in planning, organizing, and supervising front desk operations, programs, events, and activities, with an emphasis on revenue generation. Familiarity of the equipment, materials, and supplies required for specialized recreation and fitness activities. Experience with member and facility software helpful, or can quickly grasp software program concepts, details. Ability to establish and maintain effective working relationships with departmental staff, community organizations, and the public.

**PHYSICAL DEMANDS:** Employee is frequently required to sit, talk, and hear. Occasionally required to walk; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. Must occasionally lift and/or move up to 50 pounds. Specific vision abilities include close vision and the ability to adjust focus.

**APPLICATION DEADLINE:** Applications accepted until August 31, 2017. Send resume to: Floyd Jernigan, Director, Parks and Recreation, City of Rolla, P.O. Box 979, Rolla, MO 65402. Resumes may also be e-mailed to [fjernigan@rollacity.org](mailto:fjernigan@rollacity.org). Application forms and full position descriptions are available at The CENTRE: Rolla's Health and Recreation Complex.

AN EQUAL OPPORTUNITY EMPLOYER  
EMPLOYER COMPLIES WITH ALL A.D.A. REQUIREMENTS