CITY OF TEMPE
Temporary Employment Opportunity

Kiwanis Recreation Center / 6111 S. All-America Way, Tempe, AZ 85283 · www.tempe.gov/jobs

Facility Manager on Duty at Kiwanis Recreation Center
(City of Tempe / Community Services-Recreation Division)

Opening Date: January 2025

Closing Date: Open until the needs of the City are met.

Hourly Wage: $18.10 per hour

Work Schedule: **Various shifts available**
Weekdays: Mornings 6:30am – 12:30pm, Afternoons 12:00pm – 5:30pm, Evenings 5:00pm-10:30pm*
**close at 7:30pm on Fridays*
Weekends: Mornings 7:30am – 1:30pm, Afternoons 1:00pm – 6:30pm

This is a Temporary Non-Benefitted position.

Experience & Training:

- Experience in customer service, cash handling, computerized Point of Sale system, filing, using a multi-line phone system, and receiving and distributing incoming and outgoing correspondence is desirable.
- Available to work a flexible schedule.
- Regular and consistent attendance and punctuality are essential to this position.
- Able to communicate clearly and concisely, both orally and in writing.
- Able to follow established policies and procedures.
- Experience in Guest Services or Hospitality Industry.
- Current CPR/AED is desirable.

Essential Job Functions:

- Professionally lead, manage and supervise in a comprehensive multi-use recreational center, its facilities, programs, services and staff targeting youth, adults and families.
- Responsible for proper facility opening and closing procedures; complete facility and assigned paperwork; conduct daily facility/grounds inspections ensuring guests a clean, safe and positive experience.
- Welcome guests to the Kiwanis Recreation Center; initiate and process course registrations, collect guest fees.
- Oversee, coordinate and manage the collection of daily receipts and reconcile daily admission fees.
- Cheerfully answer incoming telephone calls; forward calls professionally and utilize the “single point of contact” philosophy when directing guests to the appropriate team member.
- Fulfill guest requests and inquiries utilizing their knowledge of KRC and the general programs/services of the City of Tempe.
- Resolve sensitive guest situations on an individual basis via phone calls, e-mails or personal interactions within the facility.
- Leads/coordinates personnel and services while managing facilities in the delivery of these programs to existing guests, families and new patrons.
- Maintain strong customer relations between customers and staff while ensuring that facilities are clean, safe and in working condition.

- Promotes a team philosophy through leading and following in delivering high levels of guest services in a fun and productive team culture, focusing on excellent customer relationships and related services.
- Demonstrates knowledge of site-specific safety and security measures; practices preventative safety procedures as noted by the City of Tempe and their Supervisor(s); reports all accidents and incidents to their respective supervisor(s).
- Presents themselves professionally according to KRC dress and grooming standards.
- Performs other tasks, assignments and duties as assigned by their Supervisor(s).
- Regular and consistent attendance and punctuality are essential to this position.
- Be available to work a flexible schedule including weekday mornings, evenings, weekends, and some holidays.
- Ability to lift 20 lbs**.**

Applicant Requirement:

Requires successful completion of selection process, completion of background investigation and verification of identity/work authorization.

How to Apply**:**

Interested applicants should send a cover letter, resume, and application to **Angie Garibay** by email at **angie_garibay@tempe.gov**. Please type "**Manager on Duty at KRC**" in the email subject line.

Questions regarding this position should also be sent by email to **Angie Garibay**.

Or

SUBMIT APPLICATION TO:
City of Tempe
Kiwanis Recreation Center
Attn: Angie Garibay
6111 S. All America Way
Tempe, Arizona 85283

For questions, please contact:
Angie Garibay, Community Services Supervisor
480-350-5717 or angie_garibay@tempe.gov

Equal Employment Opportunity: *The City of Tempe is an Equal Opportunity/Reasonable Accommodation employer. The City does not discriminate on the basis of race, color, gender identity, sexual orientation, religion, national origin, familial status, age, disability, and United States military veteran status. Pursuant to the Americans with Disabilities Act, the City will make a reasonable accommodation(s) during the recruitment & selection process. Persons with a disability may request a reasonable accommodation by contacting Human Resources at 480-350-8276. Requests should be made as early as possible to allow time to arrange the accommodation.*