



JOB DESCRIPTION

POSITION TITLE:

Front-Line Supervisor

The Lauri Ann West Community Center is an independent non-profit organization in the heart of O'Hara Township (Fox Chapel Area School District) serving over 5,000 members with an annual budget of over \$1.5M. Our mission is to build connections, expand horizons and impact lives by providing a safe place for all to learn, play and grow. In 2016, we concluded a decade-long capital campaign culminating in the opening of our new \$10M facility, a significant transformation to the 1950s-era school building from which we had operated over the past 30 years.

SUMMARY DESCRIPTION:

The Front-Line Supervisor reports directly to the Fitness & Front-Line Manager and is responsible for oversight of the part-time welcome desk/fitness floor attendants.

ESSENTIAL FUNCTIONS:

- Scheduling of Welcome Desk and Fitness operations
- Train new employees on Front Line tasks
- Oversight of process and procedures completed within the department (i.e. Tour Process, Open/Close Procedures etc.)
- Knowledge of the Daxko & Mindbody software
- Regular coordination with Program Manager on program offerings at the center
- Must be willing to cover any gaps or call offs of part-time staff
- Must have regular communication with each part-time employee
- Must work a minimum of two closing or opening shifts per week
- Must work at least four weekend days per month
- Must manage hours of part-time employees versus monthly budget requirements – minimum 25 hour average per week of direct welcome desk associate hours
- All other duties as assigned

QUALIFICATIONS:

- Associates Degree but can be supplemented with 3+ years of customer service experience.
- Demonstrated ability to initiate, foster and realize profitable relationships with past and future individual, corporate and governmental donors, volunteers, political constituents, and neighbors alike.
- Strong interpersonal, communication, and writing skills required.
- Customer focused and ability to relate and engage all levels of donors, investors and members with professionalism and build relationships.
- Highly proficient with Google G-Suite or Microsoft Office suite of products (Excel, Word, PowerPoint, Access)
- Ability to integrate with and support a diverse and community-oriented organization, demonstrating a strong sense of ethics and values at all times
- Ability to plan and manage projects effectively and on time
- Prior knowledge of Daxko & Mindbody software preferred but not required
- Clearances will be required

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:

- This position requires frequent walking, sitting, bending, stooping, periodically standing for long periods, using hand or fingers to manipulate, touch, or handle, and climb stairs.
- The work environment noise level is typical of a moderately noisy standard business with equipment running and members entering and exiting.
- Vision abilities required by this job include near and far vision, depth perception, and to differentiate colors.
- Frequently will need to lift or push up to 15 pounds, periodically up to 30 pounds.

JOB TYPE:

Full time - Lauri Ann West Community Center offers an excellent comprehensive benefits package for full time employees. This includes medical benefits, IRA plan with employer match, excellent paid time-off benefits.

COMPENSATION:

\$13.50/hr. - \$16.00/hr. (Full Time)

The responsibilities outlined above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, **supports the mission**, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Lauri Ann West Community Center is an Equal Opportunity Employer