



## **CSR Supervisor**

**Reports to:** Iowa West Sports Plex Manager

### **SUMMARY**

Under the direction of the Council Bluffs Soccer Club (CBSC) and under the direct supervision of Iowa West Sports Plex Manager, the CSR Supervisor will be responsible for creating a positive member experience by providing a superior level of customer service to Iowa West Sports Plex members, and guests and leading part-time staff team.

This part-time position with hours ranging from 10 to 25 hours per week. Weekends and evenings are a must.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Includes but are not limited to the following:

- Greet members, prospective members, and guests, providing exceptional customer service.
- Assist with front desk related activities which include:
  - Answer phones in a friendly manner and assist callers with a variety of questions.
  - Facilitate needed updates to member's accounts.
  - Respond to member questions and concerns in a timely and professional manner and elevate to a Manager as needed.
- Assist in maintaining the neatness and cleanliness of the facility.
- Assist customers in the Concession stand.
- Schedule Field rentals as requested
- Supervise opening and closing of the facility during assigned shifts
- Assume leadership responsibility as the employee in charge during shifts

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to consistently and independently meet expectations while performing each essential duty. The requirements listed below are representative of knowledge, skill, and/or ability required. Must be able to work a non-traditional schedule which may include evening and weekend hours.

## **LANGUAGE SKILLS**

Proficiency or fluency in English. Proficiency in Spanish is a plus.

## **Knowledge Requirements**

Ability to read, write and interpret documents on policies and procedures. Ability to understand, use and train on various computer software and hardware system and databases.

## **BACKGROUND**

Must be able to pass a background check and be bonded and eligible to work in the United States.

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Most job functions will be performed inside the Iowa West Sports Plex Facility. When working in the Concession Stand, there will be periods of standing required. While performing the duties of this job, the employee may be exposed to outside weather conditions, extreme cold and extreme heat. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 50 pounds.