

## **LAKE COUNTY PARKS & RECREATION**

### **Job Description**

**Position Title:** Guest Experience Supervisor

**Park Location:** Deep River Waterpark

**Division:** Park Operations

**Supervisor:** Operations Manager

**Classification:** Non-Exempt

**Salary:** \$48,121/year

**Primary Responsibilities:** Responsible for the daily operation, purchasing and facility inventory of Deep River Waterpark's group sales office. Provides leadership in training staff in all areas, as well as managing the parks guest services department.

**Essential Functions of the Job:** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- \* Provides exceptional customer service to park visitors in a courteous, friendly, tactful manner.
- \* Works with the management team in the hiring, training, and development of park staff.
- \* Supervises and trains guest services and cash control staff.
- \* Ensures schedules are generated and issued to summer seasonal guest services staff.
- \* Oversee staff at entry gates inspecting customers belongings prior to entry into the park, ensuring patron and staff safety.
- \* Establishes and nurtures key collaborations with local and regional partners.
- \* Actively seeks new business through sales leads from client referrals, cold calling, and organization directories.
- \* Coordinates with group sales department about shelter, cabana, gazebo bookings as well as birthday parties and private events.
- \* Conducts facility inspections.
- \* Acts as duty manager as required and assigned.
- \* Professionally responds and handles any customer complaints / conflicts that come into the park.
- \* Conducts orientation program for new employees.
- \* Assists with the enforcement of park rules and regulations.
- \* Assists with the supervision of waterpark staff in the absence of the supervisor.

**Knowledge, Skills, Abilities:**

- \* Knowledge of general operations and services provided by the Lake County Parks and Recreation Department.
- \* Ability to respond to inquiries about facility operations in a professional and courteous manner.

- \* Ability to work effectively with subordinates, peers, supervisors and employees from other divisions.
- \* Ability to train and evaluate the work of subordinates and establish a good working rapport with all staff.
- \* Ability to meet with the public and relay information to them in a professional and courteous manner.
- \* Must possess strong verbal and written communication skills and the ability to make written and verbal presentations.
- \* Must possess outstanding customer service skills.

**Qualifications:** Bachelor's degree from an accredited university with an emphasis on Park Management, Business Management, Marketing or Communications.

**Licensing & Certifications:** Valid Indiana Driver's License and ServSafe certification.

**Directions Provided to Others:** Supervises approximately 50 or more part-time employees.

**Work Environment:** This is a full-time position and hours of work are based on the business needs. Some flexibility in hours is allowed, but the employee must be available during the "core" work hours and must work 40 hours each week to maintain full-time status. While performing the duties of this job, the employee must be able to work alone and is exposed to inclement weather conditions. Additionally, the employee may be required to work flexible hours, weekends, extended shifts and holidays.

**Work Authorization:** As a term for employment, a criminal background check is required for employees that are hired into a full-time position.

**Other Duties:** This job description is not designed to cover or contain a comprehensive listing of activities. Duties, responsibilities and activities may change at any time with or without notice.

**Benefits:** This position includes life and health insurance, Public Employee Retirement Fund, vacation benefits and paid holidays.

**Full Job Description Available Upon Request.**

**Resume Review:** April 3, 2026 or until position is filled

**To Apply:** [www.lakecountyparks.com](http://www.lakecountyparks.com)