Admissions Supervisor
Year round part time, 20 – 30 hrs./week

Must be able to work evenings, weekends and holidays

Qualifications

- Experience in a similar guest service capacity
- Available to work evenings, weekends, and holidays
- Demonstrated ability to handle multiple tasks simultaneously
- Proven ability to anticipate and solve problems with adaptability, flexibility, and teamwork
- Proficient in Microsoft Windows
- Demonstrated ability to lead, build, and motivate a team
- Demonstrated ability to work effectively in a team-oriented environment

Responsibilities

- Assist in supervising Admissions staff
- Assist in discipline, evaluations, and training of Admissions staff
- Assist in developing personnel schedules for Admissions staff
- Perform opening and closing duties
- Maintain accurate record keeping involving personnel and Admissions
- Assists with medical emergencies
- Assist in maintaining cleanliness of Admissions area
- Formulate and implement policies and procedures for Guest Services
- Ability to learn all facets of the Guest Services Department
- Maintain adequate supplies and equipment
- Handle various comments, complaints, and suggestions regarding policy and procedure from guest and staff
- Assist with Special Events
- Create and maintain an atmosphere of friendliness, courteousness, professionalism and service with employees and guests
- Incorporate FISH Philosophy to provide guests with an entertaining and educational experience
- Provide direction and assistance in staff training and development
- Work with and along side staff to ensure a high level of staff/guest interaction
- Provide daily leadership for department staff while developing and monitoring a highly motivated and productive team
- Assist in maintaining rewards and recognition programs for team members
- Monitor and control labor hours by adjusting staffing as necessary to reduce operational expenses
- Responsible for 100% ownership of all facility accountabilities