



## Customer Service and Finance Manager (*Full-Time*)

Upper Merion Township, located in King of Prussia, PA is looking for a, highly motivated, organized and team-oriented **Customer Service and Finance Manager** who will report directly to the **Director of Parks and Recreation**. The **Customer Service and Finance Manager** is responsible for developing and implementing financial systems, daily cash management, and preparation of financial reports related to the operations of the community center. **The Customer Service and Finance Manager** will also be responsible for the successful operation of the front desk of the Upper Merion Community Center, including hiring, training, managing, and overseeing the front desk and other assigned staff to ensure a safe and enjoyable experience for all guests and passholders.

The duties of the **Customer Service and Finance Manager** include (but not limited to):

- Develops a system to account for financial transactions by establishing a chart of accounts and defining bookkeeping policies and procedures.
- Responsible for daily cash management duties and report preparation as needed. Prepares financial reports by collecting, analyzing, and summarizing account information and trends.
- Maintains historical, financial records by filing documents.
- Manages Community Center memberships including the setup of recurring monthly payments, cancellations, changes and freezes.
- Coordinates with Parks and Recreation management to coordinate bookkeeping, statistics, and issues in conjunction with the Township Finance Department.
- Coordinates with Program Coordinators and Township Finance Department to collect, review, and process timesheets, payroll, and departmental invoices.
- Creates presentations, narratives for reports and grants as needed and makes recommendations for processes as necessary.
- Responsible for the processing of rental permits for Township Parks and related facilities.
- Participates in general clerical duties such as data entry, cash drawer replenishment, meeting minutes, etc.
- Responsible for community center merchandise, including ordering, inventory of products, and tracking sales.
- Coordinates department's discount ticket orders, including tracking sales and submitting reports.
- Facilitates mass mailings and assists with written correspondence to patrons and vendors as needed.
- Acts as a liaison between the front desk and other Parks and Recreation staff.
- Manages, motivates, trains staff to provide stellar customer service and a safe and fun environment.
- Responds to public inquiries regarding the facility, programs, policies, and procedures via telephone, email, written correspondence, and/or onsite inquiries.
- Maintains Community Center operations manual
- Follows and updates procedures and policy for Child Watch and Gym Attendant staff
- Assists with public relations duties such as preparing and distributing relevant materials.
- Interviews staff for vacant positions and makes recommendations for hires.
- Covers front desk and other shifts as needed.
- Maintains the highest levels of ethical standards and confidentiality of the department.
- Demonstrates professionalism by setting the example for all front desk staff and following policies and procedures.
- Interacts with the general public and other Township staff.
- Employs excellent customer service and skills.
- Able to work independently, as well as in a team environment.
- Attends and participates in special events, programs, and meetings.
- Perform other duties as assigned.

**Minimum Qualifications:**

- Bachelor's Degree in Accounting, Finance or Business Administration or related field is preferred (A suitable combination of experience and training may be considered.).
- Minimum of 3 years of bookkeeping experience with excellent communication and organizational skills and experience in customer service, management, and supervision.
- CPR, AED, and First Aid certification required (or ability to obtain within three months of hire).
- Strong working knowledge of registration/recreation software and tools.
- Superior customer service and problem-solving skills.
- Ability to work a flexible schedule that includes days, evenings, split shifts, weekends, and/or holidays.
- Ability to work under stressful situations, ability to stay calm, and have excellent problem-solving skills.
- Working knowledge of basic accounting and bookkeeping procedures, MS Word, Excel and PowerPoint, Outlook, Desktop Publishing.

**How to Apply:**

For immediate consideration, applicants should complete an employment application by visiting <http://www.umtownship.org/wp-content/uploads/2021/12/Application-UMT-Employment-DH-Update.pdf> and submit the **full job application, cover letter and resume** via email to: [hr@umtownship.org](mailto:hr@umtownship.org). **Applications will be accepted until positions are filled.**

**Equal Opportunity Employer**