

KID'S CLUB SUPERVISOR JOB DESCRIPTION

Date Reviewed: October 2019

BASIC FUNCTION

To co-ordinate all aspects of the Kid's Club Saturday après program for the Club by providing top level care in an educational and pleasant environment.

MAJOR ACTIVITIES

1. To supervise all aspects of the Kid's Club.
2. With the assistance of the Member & Guest Services Administrator develop programming for all scheduled Kid's Club après including sourcing and hiring children's entertainers, design of themes and themed craft activities, short themed movies or You Tube videos and some consistent activity stations as well as a weekly themed snack.
3. Costs and controls. Prepare and develop snack and craft activities to ensure that Kid's Club is cost neutral.

1. Supervise Kid's Club

- Create an educational and fun environment for the children by implementing daily program.
- Ensure Kid's Club runs smoothly and efficiently by providing accurate ratios of staff and/or volunteers to children attending
- Supervise any additional facilities used for Kid's Club
- Ensure that children are signed in and out.
- Coordinate all aspects of the Kid's Club being conscious of safety, customer service, enjoyability of environment and costs.
- Ensure care and attention is given to all children.

2. Staffing

- Ensure that adequate number of Staff and/ or Volunteers are available for each session
- Develop well trained Staff and/or Volunteers who are able and interested in providing top level care.
- Stress courtesy and efficiency on part of all Employees when dealing with Members and Guests.
- Ensure Staff and/or Volunteers are cognizant with Standard Operating Procedures and Employee Health and Safety regulations.

3. Public Relations

- Create a good rapport with Members, Guests and their children.
- Handle Member's complaints with courtesy and efficiency.
- Satisfy Member's requests to the best of your ability.
- Advise Member & Guest Services Office of any potential problems.

4. Costs and Controls

- Ensure that the Member & Guest Services Clerk completes and balances daily sales report in Jonas.
- Ensure staffing is in conjunction with number of reservations.
- Review and submit timecards for Kid's Club Staff on a bi-weekly basis.

5. Other

- Inspect Kid's Club area for cleanliness and working conditions
- Ensure sufficient levels of inventory are kept; ie. Crafts, snacks, etc.
- Aid in the assurance that all facilities in your area are in safe operating order according to standards set by The Georgian Peaks Club and government.

RELATIONSHIPS

The Kid's Club Supervisor must be in constant contact with Members and their children to ensure a fun and safe environment. Advise the Member and Guest Services Office of daily activities or potential problems.

CRITICAL RESULTS

- Ensure children are cared for in a safe, educational and fun environment.
- Monitor attendance of all children in Kid's Club
- React to any Members concerns in an efficient and professional manner.
- Ensure accurate billing records are maintained.

CONSEQUENCES

- Lack of care could result in injuries to the children.
- Lack of attendance record could result in a child being unaccounted for.
- Concerns of Members and Guests as to the safety of their children.
- Calls from Members re: incorrect billings.