



The Town of Golden Beach Job Description

RESIDENT SERVICES SPECIALIST

Job Code:

EEO Class Code: Official / Administrator

Union Status: Unclassified

FLSA Code: Non-Exempt

Department: Resident Life

Supervises: None

Position Reports To: Resident Life Director

Salary: \$45,000 to \$55,000 / Annually

Job Specifications:

NATURE OF WORK:

This is a service-oriented position involving coordinating resident services, leading recreational programming, community activities, and event planning. This position will be heavily involved in the daily operations, management, and programming of the Wellness Center, along with resident activities at the beach and Town parks.

ILLUSTRATIVE TASKS:

- Coordinate daily Wellness Center operations, including activity schedules, facility use, reservations, resident assistance, and coordination with facility staff.
- Develop and manage year-round Wellness Center programming, including fitness classes, wellness activities, educational offerings, and social gatherings.
- Plan and coordinate resident activities at the beach, parks, and other Town facilities.
- Assist with community event planning and execution, including calendars, logistics, vendors, instructors, supplies, setup, staffing, and post-event follow-up.
- Coordinate instructors, service providers, and community partners to offer varied programming responsive to resident interests.
- Manage program registration, attendance records, reservations, and resident feedback; coordinate applicable fees with designated staff.
- Manage all aspects of resident parties from application completion to coordination amongst departments
- Work closely with the Communications and Community Engagement Specialist to promote programs and provide accurate schedules, registration links, reminders, and activity updates.
- Respond to resident questions and service requests, coordinate with responsible departments, and follow through on resolution.
- Monitor facility and program needs and coordinate maintenance, custodial, and safety concerns with appropriate staff.
- Track participation, evaluate programming, and recommend improvements based on resident feedback.

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- Assist with program and event budgets, purchasing requests, and expenditure tracking within assigned authority.
- Coordinate event safety and operational needs with Municipal Operations, Public Safety, and other departments.
- Assist in planning, coordination, and execution of the Town's annual holiday events and celebrations, including programming, entertainment, vendors, decorations, staffing, setup, and cleanup.
- Coordinate operational support with the appropriate Town departments.

KNOWLEDGE, SKILLS AND ABILITIES:

- Strong verbal and written communication skills
- Must be fluent in spoken and written English with an ability to communicate in Spanish
- Excellent customer service and multi-tasking skills
- Strong organizational, communication, and problem-solving skills
- Proficiency with office software and the ability to use registration, reservation, and scheduling systems.
- Demonstrated ability to plan activities, coordinate events, and lead staff or program teams.
- Ability to work effectively with residents of different ages, interests, and abilities.

MINIMUM REQUIREMENTS:

- Associate's or bachelor's degree in recreation management, hospitality, public administration, or a related field, or an equivalent combination of relevant education and experience.
- At least two years of experience in recreation programming, facility operations, community services, hospitality, or event coordination.
- Availability for evening and weekend programming and events.

SUPERVISION RECEIVED:

General supervision is received from the Resident Life Director or designee who reviews work for satisfactory performance of duties and for attainment of desired goals and objectives.