

Job Positions – Descriptions

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ADMINISTRATIVE

Accountant: Accurately performs all accounting and computer functions necessary to prepare a complete set of financial statements providing accounting technical, analytical, and support functions to the corporation.

Audio/Video Technician: Responsible for assembling, operating and maintaining audio, visual and lighting equipment to amplify and enhance sound quality for performances and meetings held throughout Recreation Centers of Sun City, Inc.

Buildings & Infrastructure Coordinator: Responsible for collecting, reviewing and entering various Buildings and Infrastructure (B&I) data. Monitors solar systems production and coordinates timely repairs to ensure maximum annual production is achieved. Assembles and files departmental paperwork according to B&I guidelines. Performs responsibilities of R&M / Projects Coordinator when unavailable

Communication & Marketing Coordinator: Develops ideas for feature articles and interviews, attends community events, obtains photographs, researches, collects data, and writes copy for the newsletter, press releases, email blasts, websites, blogs, Facebook, Twitter and other communication, marketing and public relations opportunities that promotes awareness of the organization, its services and the community, both internally and externally. Designs, writes and publishes effective newsletter, advertisements and promotional materials. Works directly with Communication and Marketing Committees to recommend communication strategies, public relations approaches and marketing ideas.

Corporate Executive Coordinator: Provides administrative and secretarial support primarily to the Board of Directors. Acts as a liaison to the membership and visitors relative to the functions and activities of the Board. Performs varied duties requiring a strong knowledge of office

operations and understanding of the organization, maintaining a high level of customer service and professionalism with membership, guests and other RCSC employees. Directs, oversees and supervises the Corporate Receptionist.

Human Resources Coordinator: The HR Coordinator assists Human Resources in the administration of HR programs and activities, specifically benefits, leave administration and employee data management. Provides guidance to employees and managers/supervisors on HR policies and procedures. Provides administrative support to the H.R. function as needed (e.g. correspondence generation, record keeping, file maintenance, HRIS entry). Insures plans are administered in accordance with federal and state regulations and plan provisions are followed. Acts on behalf of the Director of HR in his/her absence.

Information Technology Support Specialist: Provide a point of contact for end user support issues throughout the organization. Coordinate support and issue resolution tasks with associated software vendors and contracted support representatives. Complete maintenance on a regular basis to keep applications and systems running effectively. Complete training sessions with end users to increase the computer and application skills of RCSC employees.

Support & Service Administrator: This management team member will administer comment cards, incident reports, customer service concerns and training, research and recommend policy changes, streamline procedures, process insurance claims and seek recovery of damages. Responsible for prioritization and thorough completion of individual, multiple or on-going tasks and projects. Performs varied duties requiring strong verbal and written communication skills, vast knowledge of customer and public relations and a thorough understanding of the organization while maintaining a high level of customer service and professionalism.

BOWLING

Bowling Mechanic: Performs the repair and maintenance of pinsetters and all related equipment. Ensures that equipment is maintained in compliance with established rules and regulations and is adequately equipped to perform their intended function.

Bowling Shop Worker: Performs a variety of duties required in the daily operation of the bowling control counter including first contact with members and guests

Bowling Lane Attendant: Maintains the cleanliness of assigned area to insure the safety and enjoyment of members and guests. Performs various duties to assist bowlers.

Bowling Pinchaser: Performs work in the cleaning and correction of minor malfunctions of bowling pinsetter operating mechanisms.

CENTERS

Custodian: Assists the Corporation in meeting its standards by providing custodial services, maintenance and light repair work in addition to outstanding customer service. Areas serviced include buildings, pools,

spas, grounds, parking lots, sports courts, mini golf courses, snack shops, golf pro shops, and any other assigned facilities or game areas.

Custodian Foreman: Leads and works alongside custodians engaged in the delivery of outstanding customer service and exceptional cleaning, maintenance, and light repair work. Areas serviced include buildings, pools, spas, grounds, parking lots, sports courts, mini golf courses, snack shops, golf pro shops, and any other assigned facilities or game areas.

Facilities Attendant: Performs attendant duties for the area which assigned. May monitor one or more of the following; swimming pool, spa, exercise room, mini-golf, bowling, table tennis, racquet ball, bocce, handball, jogging, track, tennis, indoor shuffleboard, boats, fishing, and special activities.

OFFICE/CLERICAL/SUPPORT

Accounts Payable Coordinator: Prepares a weekly check run for all outstanding invoices. Performs a variety of routine and some non-routine clerical/accounting functions in accordance with standard procedures in one or more of the following areas: accounts payable, accounts receivable or related financial area. Reconciles bank accounts, posts information and balances general or subsidiary ledgers, processes payments and compiles segments of monthly closings, annual reports, etc. Contacts other departments and/or outside agencies to resolve problems.

A/R Collector/Auditor: Monitor A/R for delinquencies and perform all collection functions. Establish and maintain collection procedures and records to ensure accounts are collected in a timely and appropriate manner. Establish and maintain an audit system to verify and ensure the accuracy of RCSC Cardholder records. Works on special projects as needed by management.

Cardholder Services Agent: Assists existing and new cardholders with questions, payments, and information regarding the corporation. Work includes the skilled use of a computer and other standard office machines.

Clubs & Activities Agent: Provides varied general office and clerical work on the computer and other standard office equipment. Responds to customer questions, requests and inquiries. Plans, promotes and sell tickets for various activities and is responsible for daily reconciliation of fees collected.

Clubs & Activities Assistant: Provides additional support to the Clubs & Activities Agents and department during peak season, primarily November through April each year. Assists in preparation for and the function of RCSC events, excluding the months of May through September. Provides administrative assistance where and when needed and completes duties as assigned.

Corporate Receptionist: Greets, directs and provides cardholders, employees and the public both in person and on the telephone with information about the Recreation Centers of Sun City, Inc. and Sun City AZ. Manages the reception area for the corporate offices. Provides excellent customer

service. Completes general office tasks and performs clerical projects as requested. Maintains a cheerful and pleasant disposition regardless of situation at hand.gv

Courier: Provides exceptional customer service through courier services to the Corporation using a motor vehicle to transport bank deposits, mail, materials, supplies, etc. to and from the various locations within the Corporation and locations within the metro Phoenix area. Assists in the warehouse/purchasing areas when not performing courier duties.

Human Resources Assistant: The Human Resource Assistant is responsible for the administrative support of day-to day human resource operations. This person may be the first point of contact for those who use the services of human resources.

Member Services Coordinator: Provide administrative support for the development, planning, facilitation and coordination of club requests, reservations and rental of RCSC facilities. Provide administrative and clerical support to the Director of Member Services. Perform varied duties requiring strong knowledge of office operations and understanding of the organization, maintaining a high level of customer service and professionalism with cardholders, guests, visitors and other RCSC employees.

Payroll Coordinator: Prepares bi-weekly payroll for approximately 375 employees, performs specialized clerical work involving the application of bookkeeping and accounting principles and accurately maintains a variety of payroll, employee benefit, and accounting and computer records necessary to prepare and monitor the complete bi-weekly payroll function.

Purchasing Coordinator: Performs work in purchasing, receiving and distributing materials and supplies, maintaining inventory, and related record keeping duties. May serve as back up to the Corporation's courier.

Sun City Visitors Center Assistant: Responsible for varied administrative duties requiring verbal and written communication skills, maintaining a high level of customer service and professionalism. Responsible for overall effective and efficient day-to-day operation of the Sun City Visitors Center in the absence of the Visitors Center & Marketing Manager.

GOLF PRO SHOP

Driving Range Attendant: Performs the day-to-day duties and functions as assigned by the Golf Pro Shop. Responsible for picking up golf balls on the driving range. Inspects related equipment and is responsible for daily operation of range picking equipment. Responsible for the inspection cleanliness and appearance of rental cart fleet. Checks batteries bi-weekly.

Golf Merchandise Agent: Performs varied merchandising duties. Provides support to the Golf Pro Shop Manager as well as interfaces with all golf management and employees. Maintains a close and responsive relationship to the day-to-day activities of the Golf Pro Shop Manager. Works closely with Pro Shop Manager, assisting in pro shops as needed. Clerical duties requiring knowledge of office equipment and understanding of the organization, programs, procedures, and by-laws.

Golf Shop Worker: Assists in the daily operation of a Golf Pro Shop; may open and/or close pro shop, check in all players, assign tee times, sell merchandise using computerized cash register system. Prepares closing paperwork and performs other related duties necessary to the operation of the pro shop.

GOLF MAINTENANCE

Golf Equipment Maintenance Mechanic: Performs work of considerable difficulty in repairing, maintaining and rebuilding automotive, grounds, and golf course equipment.

Golf Irrigation Technician: Maintains, repairs, and rebuilds components of the golf course irrigation system.

Greensworker: Performs work in the skilled care and maintenance of golf course fairways and greens of an assigned Executive, Regulation or Multi-Course golf course.

Golf Foreman: The foreman works under the Golf Course Superintendent and Assistant Golf Course Superintendent to perform complex duties involved in golf course maintenance. Temporarily supervises co-workers during special projects and/or in the absence of the Golf Course Superintendent and the Assistant Golf Course Superintendent.

GROUNDS MAINTENANCE

Grounds Worker: Performs a variety of tasks related to landscape maintenance, custodial and building and grounds maintenance.

Grounds Irrigation Technician: Maintains, repairs, and rebuilds all related components of an irrigation system.

Lead Grounds Worker: Leads and directs grounds workers and irrigation technician in the overall maintenance of lawn bowling greens and assigned landscaped areas.

SKILLED TRADES

Building Maintenance Mechanic: Performs work of average difficulty in maintaining and repairing buildings and facilities.

Building Maintenance Mechanic/Electrician: Performs work of average difficulty in maintaining and repairing buildings, facilities, drinking fountains and minor electrical repairs.

Cabinetmaker: The cabinetmaker is responsible for performing skilled cabinet and furniture making and various carpentry work for the corporation's offices, club rooms and buildings.

Fitness Equipment Technician: Maintains, diagnosis, and repairs all RCSC fitness equipment to highest quality and safety standards. Delivers 5-Star Customer service to all cardholders, guests and other employees.

Painter: Under general supervision, performs skilled work in painting exterior and interior surfaces in buildings.

Plumber: Responsible for installing, repairing, adjusting and maintaining equipment, pipes, fixtures and other plumbing related components used for water distribution and waste water disposal in all RCSC buildings, The plumber also is responsible for repairs and replacement of golf course refrigerated and non-refrigerated drinking fountains.

Pool/Spa Mechanic: Ensures that routine and emergency repair and maintenance work is performed on all RCSC pools and spas. Repairs and maintains all thermal solar pool heating systems and Ultra Violet Light equipment. Assists the RCSC plumber when additional help is needed.

SNACK SHOPS

Assistant Snack Shop Manager: Performs job duties required in the daily operation of a snack shop including cooking and preparing food, serving customers, operating the cash register, and maintaining the cleanliness of the kitchen, seating and surrounding areas. Performs as assistant to the Snack Shop Manager in daily performance of the job and acts on behalf of the Snack Shop Manager in his/her absence.

Snack Shop Attendant/Cook: Performs job duties required in the daily operation of a snack shop including cooking and preparing food, serving customers, operating the cash register, and maintaining the cleanliness of the kitchen, seating and surrounding areas.

SUPERVISORY

Area Supervisor: Responsible for operations and maintenance of all assigned centers and Sun Bowl/soft ball field locations and the cleaning/building maintenance of all assigned pro-shops and bowling facilities. Consistently ensures that assigned staff delivers outstanding customer service and clean/well maintained buildings, activity areas and properties. When covering for other area supervisors, temporary additional work locations and/or work hour changes may be required.

Bowling Center Supervisor: Supervises the daily operations of assigned bowling facility. Oversees and follows up with daily work requirements and changes as they occur. Schedules, supervises and trains assigned bowling lanes personnel. Works under the direct supervision of the Director of Bowling. Supervises the work activities of the Bowling Shop Workers and Lane Attendants

Bowling Lead Mechanic: Supervises the mechanical operations of Lakeview and Bell Lanes bowling centers. Directs the mechanic and pin-chasers including the scheduling of work shifts and delegation of workload. Implements preventative maintenance programs and sets uniform standards for mechanical operation.

Cardholder Services Supervisor: Supervises the operations of the Cardholder Services Department including; supervision of assigned personnel; collection of accounts receivable for member assessments; sale and issuance of cardholder cards, golf permits and golf cart permits; accumulation and preparation of statistical and accounting information.

Facilities Attendant Supervisor: Supervises and coordinates activities of all Recreation Centers of Sun City, Inc. (RCSC) Facility Attendants (FAs) employed at seven (7) center locations. Trains, guides, and monitors FAs to ensure consistent delivery of outstanding customer service to all RCSC Cardholders and guests. Assures that FAs follow established Corporate Board Policies, Personnel Policies and Management Directives

Pro Shop Manager: Manages the operation, function and sales of all golf pro shops: cardholder relations, tee time utilization, driving ranges, pro shop equipment, rental golf carts and supervision of personnel. Oversees the volunteer ranger program.

Assistant Golf Course Superintendent: Performs work of considerable difficulty assisting in the maintenance, operation and management activities of an assigned Executive, Regulation, or Multi- Course golf course. Assists in planning, budgeting, scheduling and overseeing maintenance activities of the course(s) assigned. Answers questions and complaints from golfers and informs Superintendent of problems and potential problems.

Building & Infrastructure Manager: The Building and Infrastructure (B&I) Manager directly supervises the B&I Department that includes: B&I Coordinator, R&M/Projects Coordinator and eight Skilled Trades employees.

Centers Operations Manager: Under the direction of the Assistant General Manager (AGM), the Center's Operation Manager (COM) plans, organizes, directs, trains and controls the activities of all Area Supervisors and the Facilities Attendant Supervisor. The COM assists with Skilled Trades staff in the absence of the AGM. The COM is responsible for maintaining smooth Center's operations, with minimal interruptions and a consistently enjoyable environment for cardholders and guests.

Facilities Maintenance Supervisor: The Facilities Maintenance Supervisor performs leadership and supervision of Facilities Maintenance staff and outside service contractors, while being proficient in, and knowledgeable of, all aspects of commercial facility maintenance and repair.

Golf Course Superintendent: Supervises the maintenance, operations and turf grass management activities of an assigned course(s). Performs administrative work in planning, budgeting, scheduling and overseeing maintenance activities of the assigned course(s). Answers questions and complaints from golfers and assures course(s) are maintained in such a way to minimize distraction from the game. Responsible for ordering adequate supplies through the Director of Golf within budgetary guidelines provided by the annual budget.

Golf Pro Shop Head Starter: Manages the operation of the golf pro shop and driving range at an assigned Golf Course. Hires, trains and supervises golf shop workers, driving range attendants, custodial workers and any other employees assigned to the golf pro shop.

Grounds Superintendent: Supervises lawn bowling greens and grounds maintenance activities including but not limited to; mowing, fertilizing, aerifying, planning, verticutting, irrigating, weed control and over-seeding for all RCSC centers and Sun Bowl properties. Responsible for department planning, budgeting, purchasing, scheduling, and overseeing of all Lawn Bowl and Grounds maintenance activities. Attends monthly Lawn Bowl Advisory Committee meetings and responds to cardholder questions and complaints. Assures Lawn Bowl greens are maintained in such a way to minimize distraction from the game. Responsible for timely ordering of budgeted parts, supplies and equipment.

Information Technology Supervisor: Directs, plans, and coordinates the operational activities of the Information Technology Department (IT) as well as provides direction and support for IT solutions to ensure alignment with the business objectives of the corporation. Provides leadership in technical and systems support for all software applications, hardware, communication systems, and network connectivity. Responsibilities include voice and data network planning and management, hands-on local and remote network hardware installations, operations of the network, help desk and security administration. Works closely with decision makers in other departments to identify, recommend, develop, implement and support cost-effective technology solutions for all aspects of the corporation.

Repair & Maintenance/Projects Coordinator: Ensures that urgent maintenance work is completed quickly and at the lowest reasonable cost to the organization. Oversees work assigned to Skilled Trades personnel. Works with construction contractors and attends construction related meetings as necessary. Performs responsibilities of Building and Infrastructure Coordinator when unavailable.

Snack Shop Manager: Provides supervisory oversight of the assigned Snack Shop, including reviewing Snack Shop operations and monthly financial performance. Facilitates and coordinates the necessary scheduling and allocation of staffing resources, to assure the effective provision of services.

Sun City AZ Visitors Center & Marketing Manager: Responsible for planning, development and implementation of the marketing strategies and marketing communication for Sun City AZ. Performs varied duties requiring strong verbal and written communication skills, vast knowledge of Sun City AZ and a thorough understanding of the RCSC organization while maintaining a high level of customer service and professionalism. Responsible for overall effective and efficient day-to-day operation of the Sun City AZ Visitors Center and Sun City AZ tours.