



# Eastern Band of Cherokee Indians

## Job Description

<b>Position ID Number:</b>	120-1600-005	<b>Last Revised:</b>	06/14/2013
<b>Position Title:</b>	Business Program Supervisor I	<b>Department:</b>	Cherokee Life Program
<b>Reports to:</b>	Fitness Center Manager	<b>Division:</b>	Community, Education & Recreation Services

**Primary Function:** Coordinates the operations, programs, personnel and training necessary for the professional administration of the fiscal functions of the Cherokee Life Fitness Center. Responsible for collecting and reporting all income generated by activities sponsored by the Cherokee Life Fitness Center including but not limited to: gate receipts, parking receipts, membership fees, entry fees, and product sales (store/sports café). Maintains memberships of the Cherokee Life Fitness Center.

**Job Duties and Responsibilities:**

- Prepare bills and post payments of membership fees, freezing memberships if necessary
- Assist with membership recruitment
- Maintain accurate membership files
- Collect delinquent accounts and manage the different levels of membership
- Prepare daily, weekly and monthly financial reports as necessary
- Analyze, interpret E-Logic financial reports
- Develop corporate accounts
- Develop demographic reports for potential membership by age and interest
- Develop and implement marketing campaigns
- Participate in performance improvement
- Perform duties according to established safety procedures and Tribal policy
- Provide all necessary and requested reports to the Director
- Works with the Director on annual program budget development and projections

**Education /Experience:**

Four-year degree in accounting or business education and three years experience in business or sales supervision required. Valid North Carolina driver's license required. Automated External Defibrillator (AED), CPR, and basic first aid certification.

**Job Knowledge:**

Must understand membership recruitment, orientation, registration and payment processes used by the Cherokee Life Fitness Center. Must be knowledgeable in fundraising, sales, business start up and maintenance. Must be able to direct and supervise staff. Must have good communication skills, verbal and written; strong knowledge of business etiquette; knowledge of general office procedures; basic typing skills; and strong computer skills.

**Complexity of Duties:**

Perform multiple projects and initiatives simultaneously while supervising 5-6 FTEs. Exercise considerable independent judgment in financial management. Implement a multiple-level of membership and payment levels. Oversee the fiscal integrity of the program.

**Contact with Others:**

Work closely with members, program staff, Purchasing, Accounting, public and private enterprises and local businesses. Interact with coworkers and business contacts through tact, courtesy and business etiquette. Maintain positive public image.

**Confidential Data:**

Daily involvement with sensitive personnel, fiscal, membership and medical information.

**Mental /Visual /Physical Effort:** Level of concentration varies with duties from general to intense. Position is subject to frequent interruptions that require varied responses and follow-up. Must be able to multi-task. Physical requirements include, sitting for long periods at a computer, reaching, bending, light lifting, manual dexterity, visual acuity and the ability to speak and hear clearly.

**Environment:** Work will be performed in an open area desk setting, plus visits to outside agencies and businesses.

**Extent of Supervision:** Provides initial and ongoing education and training of staff, regarding the knowledge and adherence to EBCI Policy and Procedures, public interaction, customer service and the use of computers and software to carry out their responsibilities.

**Scope of Supervision:** Supervises up to 10-15 employees.

**Supervision Received:** Work under the supervision of the Director of Community & Recreation Services.

**Responsibility for Accuracy:** Ensuring fiscal accountability is of the essence.