



# Eastern Band of Cherokee Indians

## Job Description

<b>Position ID Number:</b> 912016007	<b>Last Revised:</b> 03/12/2019
<b>Position Title:</b> Business Program Supervisor	<b>Department:</b> Cherokee Life-Wellness
<b>Reports to:</b> Fitness Complex Manager	<b>Division:</b> Education

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

Develops, implements and maintains systems to ensure the facility maintains compliance with the EBCI Fiscal Management Policy. Maintains admission and financial systems in compliance with federal, state, and local requirements. Responsible for the effective and efficient billing and collection of all revenue owed to the program, which includes, but is not limited to, the maintenance of all records related to billing and collections. Plans, organizes, develops, and directs the overall operation of the Fitness Complex Sports Café and store in accordance with current applicable, State, Federal and local laws/regulations as well as established facility policies and procedures.

### Job Duties and Responsibilities:

- Interact with internal and external customers / clients in a polite and professional manner.
- Supervises business staff, ensuring compliance and accountability are maintained.
- Performs the supervisory duties, and responsibilities of the Fitness Center Manager in their absence.
- Supervises and completes annual evaluations of business assistant staff, ensuring staff have training and guidance to fulfill their responsibilities.
- Prepares bills and posts payments of membership fees. Collects delinquent accounts and enforces all non-payment of fees according to policies.
- Assists with membership recruitment and manages different levels of memberships.
- Prepares daily, weekly and monthly financial reports as required and upon request of the Manager.
- Analyzes and interprets Tyler Cashiering financial reports or other financial operating system. Develops corporate accounts and bills accordingly.
- Develops demographic reports for potential membership by age and interest. Develops and implements marketing campaigns.
- Performs duties according to established safety procedures and Tribal policy.
- Works with the Manager to develop annual program budget and projections.
- Addresses customer complaints and concerns in a timely manner.
- Manages fitness store and ensures compliance and accountability are met.
- Maintains facility's cleanliness in accordance with NC Department of Health Standards.
- Develops vendor relationships to purchase items for fitness store.
- Processes all program expenditures through MUNIS software or other financial software as mandated by EBCI Finance.

- Maintains program social media pages, ensuring content is up-to-date and is in compliance with any tribal policies.
- Assists in organizing fitness center special events.
- Processes all travel requests and reconciliations according to EBCI travel policy for each program employee.
- Works as directed by management during emergencies or special events, which may require night or weekend shifts, prolonged shifts, and/or travel.

**Education  
/Experience:**

- Bachelor's degree in Accounting, Business Administration or other related field is required. The equivalent combination of education and experience, six to eight (6-8) years may be accepted in lieu of degree requirement.
- Two year's supervisory experience is required.
- Must possess a valid North Carolina driver's license.
- One (1) year experience using Tyler Munis, or current organizational financial software required. Six (6) to Nine (9) months would be necessary to become proficient in most phases of the job. Automated External Defibrillator (AED), CPR, and basic first aid and ServSafe certifications must be obtained within six months of employment.

**Job Knowledge:**

- Must understand membership recruitment, orientation, registration and payment processes used by the Cherokee Fitness Complex.
- Must be knowledgeable in fundraising, sales, business startup and maintenance.
- Must have good communication skills, verbal and written.
- Must be knowledgeable of business etiquette; knowledge of general office procedures; basic typing skills; and strong computer skills.
- Must have a good understanding of Fitness Store's inventory and customer's demand for goods.
- Must be able to order goods from the appropriate vendor as necessary.
- Must have knowledge of the NC Department of Health standards, to ensure the Fitness store is in compliance with appropriate laws.
- Must be familiar with, and have a working knowledge of, the EBCI tribal fiscal policies and procedures.
- Must have a good understanding of tracking the program's expenditures and revenues.
- Must gain knowledge of each program budget account number and be able to recognize spending trends to assist in the annual budget process.
- Knowledge of membership tracking and report development software used to track membership and develop management reports is preferred.

**Complexity of  
Duties:**

Performs multiple projects and initiatives simultaneously while supervising 6 FTEs and up to 25 FTE's in the manager's absence. Exercises considerable independent judgment in financial management. Implements a multiple-level membership and payment plan. Oversees the fiscal integrity of the program.

**Contact with  
Others:**

Works closely with members, program staff, Purchasing, Accounting, public and private enterprises and local businesses, coworkers and business contacts with tact, courtesy and proper business etiquette. Maintains 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. Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis.

**Environment:**

Work will be performed in an open area setting, with visits to outside agencies and businesses. Most work will be in an office/business setting. Will require interaction with customers and moving throughout facility to ensure all operations are in compliance.

**Scope of Supervision:**

Provides initial and ongoing education and training of staff, regarding the knowledge and adherence to EBCI policies. The individual in this position must demonstrate initiative and be a self-starter. Supervises up to 10 FTE's employees. May supervise all program employees in the absence of the Fitness Center Manager.

**Responsibility for Accuracy:**

Position is responsible for the accuracy and competence of the work performed by all staff of the program to ensure fiscal accountability and exemplary customer service.