



JOB OPENING

JOB TITLE	Department Aide - Passholder Coordinator
POSTING DATE	8/21/2025
CLOSING DATE	Open until filled.
DEPARTMENT/DIVISION	Special Services/The Hawk
EMPLOYEE GROUP	TPOAM
EMPLOYMENT STATUS	Regular Full-Time
START DATE & WORK SCHEDULE	ASAP 40 hours per week, Monday - Friday 12:00pm - 8:00 pm; some weekends may be required.
PAY RATE	\$46,616 - \$53,256
PREVIOUS WORK EXPERIENCE	Previous customer service experience required. Experience working with pass sales or EFT transactions a plus. RecTrac or other booking software a plus.
EDUCATION	High school graduate or equivalent.
SPECIAL SKILLS & TRAINING	Excellent communication and public relations skills for extensive contact with the public and other employees. Must be proficient in all aspects of Microsoft Office, particularly Word, and Excel. Typing (45 wpm minimum), filing, knowledge of general office equipment.
BASIC RESPONSIBILITIES	Oversee pass sales for The Hawk Farmington Hills Community Center including: facility passes, fitness passes, and makerspace passes. Handles all pass cancellations and freeze requests. Research and reporting to assist with marketing needs for Passholder sales. Scheduling staff for guest services and box office as well as overseeing day-to-day operations of guest services. Assisting with program registration, refunds, and waitlists. Assigning cleaning and clerical tasks as needed.
HOW TO APPLY	All candidates must complete an online application . Please create an account and apply online for consideration.

EQUAL OPPORTUNITY EMPLOYER