

MOKENA COMMUNITY PARK DISTRICT

JOB TITLE: **Receptionist**

DEPARTMENT: **Administrative** REPORTS TO: **RECREATION FACILITY MANAGER**
SCHEDULE: **Part time** DAYS: **Varies**
HOURS: **Part-time position – may include evening or weekend hours**

SUMMARY

The Receptionist position is performed on a permanent part-time basis. Generally, the workplace is moderate to fast paced. This position performs a wide variety of tasks serving as a receptionist, registrar, and providing secretarial/clerical support to The Oaks Fitness & Wellness Manager, The Oaks Recreation Facility Manager, The Oaks Maintenance Facility Manager, and program staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Include, but are not limited to:

1. Greet and welcome all guests, fitness members, and recreation program participants in a friendly and enthusiastic manner.
2. Answer, screen, transfer, and place telephone calls in a professional manner.
3. Monitor all patrons entering and exiting the facility, as well as overseeing member check-in.
4. Monitor patrons entering field house for open gym, ensuring proper documentation (registration, waiver, ID bracelet, etc.).
5. Manage cash drawer and issue receipts for monies received (cash, credit or check). Reconcile all revenue during scheduled work shift.
6. Conduct facility tours and coordinate sales referrals.
7. Sell fitness center memberships, completing the membership application and entering member data into appropriate software if requested.
8. Maintain membership data, and be knowledgeable of membership levels, cancellation policies, program offerings and operational procedures.
9. Contact members to schedule initial assessments and reassessments. Process and schedule personal training requests and other member health services in coordination with the Fitness & Wellness Manager and Personal Fitness Trainers.
10. Maintain membership files, ensuring records are accurate, complete, and secure.
11. Perform duties to accept and process participation registration.
12. Process required information when applicable (waivers, medical releases, birth certificates, etc.).
13. Maintain confidentiality to ensure security of members' and program participants' personal information.
14. Assist with all special events and programming, including but not limited to, registration, greeting members, setting up event tables/booths, manning event tables/booths, and answering member's/general public's questions regarding events/programs before, during, and after event/programming.
15. Prepare and maintain class lists for instructors when requested.
16. Assist with the preparation and distribution of program information.
17. Contact staff substitutes when requested by the Fitness & Wellness Manager or Recreation Facility Manager.
18. Provide secretarial support to the Fitness & Wellness Manager and Recreation Facility Manager, working in cooperation for delivery of quality programs.
19. Maintain and retrieve office supplies and recreation supplies from inventory/storage. Advise Recreation Facility Manager when additional supplies need to be ordered.
20. Maintain master schedule of weekly facility usage calendar for all scheduled events (facility, date and time).
21. Perform clerical and filing duties in a neat and orderly manner.
22. Process Open Gym passes, including verification of residency and photos.
23. Maintain appropriate group exercise files.
24. Coordinate with Maintenance Facility Manager facility set-up for all meetings and recreation programs (tables, chairs, VCR, etc.).
25. Coordinate with Fitness & Wellness Manager, Recreation Facility Manager, and Maintenance Facility Manager accessibility (open/close) of buildings for meetings, recreation programs, wellness events, and rentals when applicable.
26. Attend all staff and related meetings, workshops and conferences as requested. Travel may be required.

- 27. Conduct opening duties, including turning computers, building lights, copier, and TVs on, and putting out sign-in sheets when necessary.
- 28. Replenish supply of necessary forms for the following day. Conduct closing duties, including turning computers, building lights, copier, and TVs off, and removing and filing sign-in sheets from counter when necessary.
- 29. Maintain participation waiver files in compliance with PDRMA.
- 30. Ensure completed forms are submitted within 24 hours of all accidents to the Safety Coordinator.
- 31. Bring all complaints, comments, and suggestions to the attention of the appropriate manager or department head.
- 32. Assist with laundering, folding and replenishing towels in the appropriate areas.
- 33. Open, serve and close The Oaks Café when necessary.
- 34. Perform other duties as directed or delegated by the Executive Director, Fitness & Wellness Manager, or Recreation Facility Manager.
- 35. Work to ensure a safe environment for the general public, program participants, and staff within the established Loss Control Program.

SKILLS AND EDUCATIONAL REQUIREMENTS

An individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

Knowledge, skills and mental development equivalent to the completion of high school (some college preferred) with 3 years experience in the secretarial field, with an emphasis on clerical skills, computer skills (thorough knowledge of Microsoft Word and Excel) and people skills. Multi-tasking is essential.

A valid Illinois State Driver’s License is required.

WORKING CONDITIONS

Travel to workshops, seminars and conferences throughout the state as required.

PSYCHOLOGICAL CONSIDERATIONS

Individual must have ability to deal with people under occasionally stressful situations.

PHYSIOLOGICAL CONSIDERATIONS

While performing the duties of this job, the individual is regularly required to sit; use hands to handle and feel objects and equipment; reach with hands and arms; and talk and hear. The individual is frequently required to stand, walk, stoop, kneel and crouch.

ENVIRONMENTAL CONSIDERATIONS

Individual may be exposed to elements when driving to meetings. Activities are performed indoors in which conditions include lighting and temperature. The noise level in the work environment is quiet to moderate.

COGNITIVE CONSIDERATIONS

Ability to perform a variety of tasks, often changing assignments on short notice. Ability to prioritize tasks and demonstrate organizational skills. Must possess a high level of verbal communication skills. Aptitude for detail, recall and figures essential.

Must be able to follow directions, exhibit good problem solving ability and good judgment, and work within the guidelines and policies set forth by the Mokena Community Park District Board of Commissioners.

I, _____, have read and understand all aspects of this job description and accept the duties as set forth.

_____ signature

_____ date