

MOKENA COMMUNITY PARK DISTRICT

10925 W. LaPorte Road Mokena, IL 60448



JOB TITLE: Customer Service Desk Associate
DEPARTMENT: The Oaks Recreation & Fitness Center
REPORTS TO: Guest Services Supervisor
CLASS/FLSA: Part Time
DAYS/HOURS: Varies

SUMMARY

The Customer Service Desk Associate 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 Guest Services Supervisor, Fitness & Wellness Supervisor, Oaks Maintenance Supervisor, Superintendent of Recreation Facility Operations, 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. Speak with members if member check in is not valid.
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. Sell fitness center memberships, completing the membership application and all applicable forms as well as entering into software.
7. Maintain membership data and be knowledgeable of membership levels, cancellation policies, program offerings and operational procedures.
8. Schedule new member orientations.
9. Maintain membership files, ensuring records are accurate, complete, and secure.
10. Perform duties to accept and process participation registration.
11. Process required information when applicable (waivers, medical releases, birth certificates, etc.).
12. Maintain confidentiality to ensure security of members' and program participants' personal information.
13. 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.
14. Assist with the preparation and distribution of program information.
15. Provide secretarial support to Full-Time staff working in cooperation for delivery of quality programs.
16. Maintain and retrieve office supplies and recreation supplies from inventory/storage. Advise Manager of Recreation Facility Operations when additional supplies need to be ordered.
17. Perform clerical and filing duties in a neat and orderly manner.
18. Process Open Gym, including verification of residency and photos.
19. Assist with the distribution of Facility Rental information. Check availability, process appropriate paperwork, and book facility reservations into software.
20. Maintain appropriate group exercise files.
21. Enforce facility rules, policies and procedures.
22. Coordinate with Fitness & Wellness Supervisor, Oaks Maintenance Supervisor, Guest Services Supervisor and Superintendent of Recreation Facility Operations accessibility (open/close) of buildings for meetings, recreation programs, wellness events, and rentals when applicable.
23. Attend all staff and related meetings, workshops and conferences as requested. Travel may be required.
24. Conduct opening duties, including turning computers, building lights, copier, and TVs on, and putting out sign-in sheets when necessary.
25. 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.

- 26. Maintain participation waiver files in compliance with PDRMA.
- 27. Ensure completed forms are submitted within 24 hours of all accidents to the Safety Coordinator.
- 28. Bring all complaints, comments, and suggestions to the attention of the appropriate manager or department head.
- 29. Assist with laundering, folding and replenishing towels in the appropriate areas.
- 30. Perform other duties as directed or delegated by the Executive Director, Guest Services Supervisor, Fitness & Wellness Supervisor, or Superintendent of Recreation Facility Operations.
- 31. 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

Working conditions for a Customer Service Desk Associate includes a mix of desk work, customer service, and communication.

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. While performing the duties of this job, the employee may be required to lift items up to 30 pounds.

ENVIRONMENTAL CONSIDERATIONS

Individual may be exposed to elements when driving to meetings or when working outdoors for Special Events. 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