MOKENA COMMUNITY PARK DISTRICT

10925 W. LaPorte Road Mokena, IL 60448

JOB TITLE: Rental Attendant
DEPARTMENT: The Oaks Recreation & Fitness Center
REPORTS TO: Guest Services Supervisor
CLASS/FLSA: Part Time
DAYS/HOURS: Varies (Sun-Sat - weekends, evenings and holidays as needed)

SUMMARY

The Rental Attendant position is performed as a part-time basis. Generally, the workplace is moderate to fast paced. The Rental Assistant supports the successful execution of private events and rentals by ensuring proper setup, cleanliness, and customer service throughout the event. This role is responsible for maintaining a safe, welcoming environment and assisting both guests and staff during scheduled parties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Duties include, but are not limited to:

- Open and close the Red Barn or event facility as necessary.
- Ensure party space is set-up according to provided layouts and instructions.
- Assist with setup and takedown of tables, chairs, and other rental equipment as needed.
- Ensure all equipment is clean, functional, and properly stored.
- Greet and interact courteously and professionally with guests and event hosts.
- Provide clear information and respond to guest questions politely.
- Assist guest with Audio/Visual equipment setup.
- Monitor guest activity to ensure compliance with rental policies.
- Maintain cleanliness of restrooms and all facility areas throughout the event.
- Address and assist cleaning up any spills promptly and safely.
- Follow all safety protocols and event guidelines consistently.
- Complete incident reports for all injuries or notable events; forms are located in the desk.
- Report damage, safety concerns, or customer complaints to management.
- Communicate any unusual activities or issues (e.g., broken equipment, disruptive behavior) to the Guest Services Supervisor.
- Turn in any lost and found items to The Oaks.
- Perform additional tasks as assigned by the Executive Director, Guest Services Supervisor, Superintendent of Recreation Facility Operations, or The Oaks Maintenance Supervisor.
- Contribute to a safe and secure environment for the public, program participants, and staff by adhering to the district's Loss Control Program.

SKILLS AND EDUCATIONAL REQUIREMENTS

The individual must be able to perform all essential duties satisfactorily. Applicants must be at least 18 years of age and be either a current high school student or a high school graduate. Prior experience in customer service, event and audio/visual equipment setup is preferred but not required.

Reasonable accommodations will be made, as needed, to enable individuals with disabilities to perform the essential functions of the position.

Obtains AED/CPR and First Aid certification and becomes familiar with and understands emergency procedures related to fire, police, medical, and weather, including emergency evacuation routes

WORKING CONDITIONS

The individual must be available to work evenings, weekends, and holidays as scheduled. Work takes place in a variety of environments, including indoor and outdoor event spaces, restrooms, and storage areas.

The individual may be exposed to cleaning chemicals, dust, and other typical facility maintenance materials. The pace of work may vary—event setup and takedown can be fast-paced, while periods during the event itself may be slower.

The Rental Attendant is required to wear appropriate attire while on duty. A shirt and name tag provided by the Park District must be worn at all times during scheduled shifts.

PSYCHOLOGICAL CONSIDERATIONS
Must have the 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.

COGNITIVE CONSIDERATIONS
Must be prompt, dependable, and courteous at all times. Must be able to work days, evenings, weekends and holidays. Must be able to administrate set rules among participants. Flexibility is very important.

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