

Oak Brook Park District Job Description

Job Title: Family Recreation Center Customer Service Representative
Classification: Part Time, Non-Exempt
Department: Facilities

SUMMARY:

The Customer Service Representative position is responsible for assisting in the daily operations of the Family Recreation Center. The position is responsible for performing all essential functions as outlined below.

SUPERVISORY:

The position reports to the FRC Facility Supervisor.

ESSENTIAL JOB DUTIES:

- Provide excellent internal and external customer service:
 - Welcome all customers with a warm greeting.
 - Ensure customers are the main priority and the focus of attention.
 - Listen to and effectively respond to customer needs and concerns.
 - Answer all incoming calls, provide accurate information, and/or transfer to the appropriate department.
- Provide accurate information:
 - Be familiar with Park District facilities and offerings including yet not limited to the following: operating hours, website content, membership information, program information, program changes, and special events.
 - Utilize available resources to remain current regarding all Park District information.
- Efficiency and Productivity:
 - Process all memberships, program registrations, and point of sale transactions in a timely and accurate manner.
- Problem solving:
 - Efficiently resolve all membership, program registration, and point of sale issues.
 - Good decision making and the ability to effectively deal with upset customers is required.
- Communicate and collaborate with coworkers in all departments:
 - Regularly communicate with the Family Recreation Center Facility Supervisor on Park District matters.
 - Engage in open, honest, and respectful communication internally and externally.
 - Work with other staff members to address facility, program, and service issues.
- Customer Service Training:
 - Attend staff meetings.
 - Attend scheduled customer service training sessions.
- Safety of staff and participants:

- Support the District's safety initiative including adhering to policies and procedures, performing the job in a safe manner, attending required training, seeking additional training as needed, promptly reporting accidents/incidents, and proactively addressing hazards in the workplace.

MARGINAL FUNCTIONS:

- Complete any tasks requested by a supervisor and/or manager of departments.

PSYCHOLOGICAL REQUIREMENTS:

- The position will require resolving differences and problems that arise with patrons who have specific issues that need immediate attention.
- Must be able to effectively deal with people under stressful and demanding situations.

PHYSICAL REQUIREMENTS:

- General work area is indoors, in a smoke-free environment, with controlled temperature and fluorescent lighting.
- Perform tasks that require walking, bending, stooping, standing, kneeling, climbing, reaching and sitting.
- Perform lifting tasks up to 25 pounds.

HOURS:

The hours will vary given the staffing needs of the Family Recreation Center's Front Desk. The facility hours are Monday – Friday 5:30 am -10:00 pm, Weekends 7:00 am -6:00 pm, and Holidays 5:30 am – 1:00 pm. Summer Hours Monday-Thursday 5:30 am-10:00 pm, Friday 5:30 am-8:30 pm, and Weekends 7:00 am-4:00 pm (Memorial Day to Labor Day). The part time Customer Service Representative position is not to exceed 20 hours per week.

EDUCATION, EXPERIENCE AND TRAINING:

- Valid Illinois driver's license (Class D)

The Oak Brook Park District is an Equal Opportunity Employer