

Oak Brook Park District Job Description

Job Title: Tennis Center Front Desk Staff
Classification: Part Time, Non-Exempt
Pay Range: \$9.25 - 14.00/Hour
Department: Tennis Center

SUMMARY:

The front desk position is responsible for assisting in daily operations of the Tennis Center. The position is responsible for performing all essential functions as outlined below.

SUPERVISORY:

The position reports to the (RC) Assistant Manager and (RC) Manager.

ESSENTIAL JOB DUTIES:

- Greet all customers.
- Sell memberships, daily passes and pro shop items.
- Scan members into the club.
- Answer all incoming calls and direct them to the appropriate place.
- Assist all patrons with any questions regarding the facility and/or memberships.
- Perform assignments that include, but are not limited to clerical tasks and problem solving.
- Attends all staff meetings as required.
- Must have good customer service skills.
- Appropriate dress is required as indicated in the Dress Code Policy.
- Maintains a neat and safe working environment.
- Must have the ability to be flexible and have a good working relationship with other staff.
- Performs all other duties as assigned by RC Manager and or Executive Director.
- Light cleaning
- Towel Service
- Cross training
- Registration & Membership inputting
- Computer knowledge
- Math solving
- Support a quality loss control/safety program for the Park District.

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.

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.
- Performs lifting tasks up to 25 pounds.

HOURS:

The hours will vary given the staffing needs of the Racquet Club's Front Desk. The facility hours are Monday – Friday 7:00am -10:00pm, Weekends 8:00am -9:00pm and Holidays 7:00am – 1:00pm. Part Time Racquet Club Front Desk staff are not to exceed 20 hours per week. Summer hours are reduced.

EDUCATION, EXPERIENCE AND TRAINING:

Candidate must possess a valid Illinois driver's license (Class A.). The candidate must pass a criminal background check and a drug test.

The Oak Brook Park District is an Equal Opportunity Employer