

Department: Recreation  
Reports To: Spring Lake Assistant Manager/Aquatic Supervisor  
Classification: Seasonal, Non-Exempt, At-Will

#### Summary

Responsible for providing front-line customer service at Spring Lake Pool. This position greets guests, processes admissions and memberships, answers phones, and communicates facility policies clearly and professionally. The Customer Service Representative plays a key role in creating a welcoming, organized, and safe environment for all patrons.

#### Qualifications

- Must be at least 18 years of age
- Strong communication and customer service skills
- Ability to handle cash accurately and responsibly
- Ability to follow policies and enforce facility rules consistently
- Basic computer skills
- Ability to work in a fast-paced environment
- Ability to work outdoors in heat and sun exposure

#### Essential Functions

- Greet guests and provide accurate information about admissions, memberships, and programs
- Process daily admissions, memberships, and program registrations
- Handle cash, credit card transactions, and balance cash drawer accurately
- Answer phones and respond to guest inquiries professionally
- Communicate effectively with lifeguards and supervisory staff regarding guest concerns
- Maintain cleanliness and organization of the front desk area
- Report safety concerns or incidents immediately to supervisor

#### Marginal Functions

- Performs other duties as assigned by supervisor.
- The District encourages its employees to “take ownership” of the District. As such, it is the responsibility of all Park District employees to pick up litter throughout the building, grounds and facilities of the District.
- Staff is expected to help with the successful implementation of programs, parks and services across program areas and between departments.

#### Safety

- All employees are responsible for implementing the policies & procedures that pertain to safety and health.

#### Psychological Considerations

- Must have the ability to deal with other people under stressful conditions and have excellent customer service presence.

#### Physiological Considerations

- Ability to sit or stand for extended periods

#### Cognitive Considerations

- Must exhibit good problem-solving abilities and good judgment in keeping the park district mission.
- Must take initiative and be able to follow directions from and work with supervisors, and co-workers.

#### Hours & Wage Range

This position shall be paid every two weeks at minimum wage and is classified as seasonal, non-exempt employee status. Hours vary based on operational demand, including evenings, weekends, and holidays.

#### Contact

Send application to Attn: Aquatics at [mail@rochelleparkdistrict.org](mailto:mail@rochelleparkdistrict.org)