

Job Description: Customer Service Representative

Department: Administration/Recreation

Classification: Part Time, Non-Exempt, At-Will

Summary

Customer Service Representatives are responsible for acting as a liaison between community members and the Park District. Must be outgoing with excellent customer service experience as well as be available to work nights and/or weekends as the needs of the District require.

Qualifications

Graduate from High School; experience/training in customer service and computer technology.

Essential Functions

- Quality customer service!
- Knowledgeable about all aspects of the mission and services of the Flagg-Rochelle Park District
- In charge of taking in payments, registrations and creating new households account through Rec Trac
- Process daily deposit forms
- Answer telephones; registers people for activities and programs.
- Monitors cleanliness of workspace and facility.
- Works to find ways to improve office procedures and efficiency.
- Maintains filing systems.

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 will be responsible for implementing the policies and procedures that pertain to safety and health.

Psychological Considerations

- Should have ability to deal with other people in stressful situations; customer service.

Physiological Considerations

- Should be able to sit at least 80% of the day.

Cognitive Considerations

- Should exhibit good communication and problem-solving abilities and good judgment in keeping with the Park District mission.
- Should be able to follow directions from supervisor and co-workers.

Hours & Wage Range

This position is a part-time position and shall be paid every two weeks with no benefits. The hourly wage is dependent of qualifications and the work hours are varied (approximately 25/week).

The Flagg-Rochelle Community Park District is an Equal Opportunity Employer.