



Department: Administration/Recreation
Reports To: Director of Recreation
Classification: Part Time, Non-Exempt, At-Will

Summary

Customer Service Representatives are responsible for acting as a liaison between customers and the Park District. Assists with complaints, orders, errors, account questions, billing, cancellations, and other queries. Must be able to work nights and weekends as the needs of the District require.

Qualifications

Graduate from High School; experience/training in computers required Excel, Word and Outlook.

Essential Functions

- Quality customer service!
- Knowledgeable about all aspects of the mission and services of the Flagg-Rochelle Park District
- Assists in members experience, payments and policies
- 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.

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

Cognitive Considerations

- Must 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 starting hourly wage is \$14-\$15/hour DOQ.

To Apply

Please send resume to:

Flagg-Rochelle Community Park District
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