

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

Summary

This role supports daily front office operations of the District including activity registrations, facility rentals, payment processing, and general inquiries. The ideal candidate is friendly, organized, and committed to helping residents connect with the programs and services our District offers.

Qualifications

- Must be 18 years of age or older.
- Proficiency in Microsoft Office applications (Word, Excel, Outlook).
- Strong verbal and written communication skills.
- Ability to work a flexible schedule, including evenings and weekends.
- Ability to sit for extended periods (approximately 80% of the workday).

Essential Functions

- Deliver friendly, professional service to all community members in person, by phone, and via email.
- Maintain thorough knowledge of park district programs, facilities, services, and policies to accurately answer questions and make recommendations.
- Handle customer inquiries, complaints, billing questions, and account issues with patience and professionalism, escalating to supervisors when appropriate.
- Process program registrations, payments, and cancellations using RecTrac recreation management software.
- Create and manage customer household accounts; ensure data accuracy and completeness.
- Maintain an organized, clean, and welcoming front office environment.
- Support ongoing improvement of office procedures and workflows to increase efficiency.
- Assist with administrative tasks and cross-departmental support as needed.

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 are 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.

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 is a part-time position and shall be paid every two weeks with no benefits. The starting hourly wage is minimum wage (\$15-17/hour DOQ) and the work hours are varied/flexible, but do require evening and weekend availability.

Contact

Interested candidates are encouraged to submit an application and/or resume to:

Flagg-Rochelle Community Park District

Attn: Maureen Stevens

802 Jones Road, Rochelle, IL 61068

mstevens@rochelleparkdistrict.org