

Mundelein Park & Recreation District Job Description

Job Title: Customer Service Attendant
Department: Recreation
Supervisor: Customer Service Supervisor
Classification: Part-Time - Non-Exempt - Hourly

Summary

The Customer Service Attendant will be responsible for a wide variety of duties including, but not limited to, providing exceptional customer service, greeting and checking in all members and patrons, and handling of program registration and membership sales. This position requires some early morning and late-night hours, weekends, and holidays.

Qualifications – Education, Experience and Training

Must be 18 years of age or older. Minimum high school graduate or general education degree (GED) preferred with additional training or education related to the duties and responsibilities of the position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and possess basic computer skills. Must be certified or willing to attain certification in CPR/AED.

Duties and Responsibilities

A. Essential Functions

- Greet all who enter the building in a positive, friendly manner.
- Provide exceptional customer service when helping all customers.
- Ensure all members scan in, while checking for valid and appropriate membership.
- Ensure that all open gym participants have valid waivers.
- Process program registrations.
- Sell fitness center memberships.
- Provide information on Park District activities and facilities
- Provide tours of the facility.
- Responsible for cash control of front desk cash drawer and incoming cash, check, and credit card transactions.
- Answering all incoming phone calls and in-person inquiries, addressing caller inquiries or routing to the proper person, if necessary.
- Continuously maintain familiarity with MPRD programs, events, and rentals.
- Immediately report all accidents and unsafe conditions to the Supervisor or Risk Manager.
- Attend all required staff meetings.
- Perform opening and closing duties of the facilities, as needed.
- Perform cleaning duties as assigned.
- Assist with Kidz Center and Fitness Floor, as needed.
- Follow all established safety rules and regulations.
- Perform other related duties, as assigned.
- Notify participants of class cancellations/changes.
- Assist with proofs of each brochure for accuracy.
- Adhere to all departmental and Park District policies and procedures.
- Attend staff meetings as directed.
- Perform other related duties as assigned.

B. Marginal Functions

- Keep in consideration all safety guidelines and procedures.
- Maintain materials and storage areas.
- Meet regular and predictable attendance requirements.
- Participate in staff meetings.

Considerations**A. Physiological Considerations**

- Frequently sitting and walking.
- Occasionally balancing, stooping, kneeling, crouching and reaching.
- Medium strength of 40 to 50 lbs.

B. Environmental Considerations

- May be required to lift and/or move up to 50 pounds when setting up for certain programs or activities.
- Employee general work area is indoors, in a smoke free, open office environment with controlled temperature and fluorescent lighting.
- Protective clothing is not required unless a specific project or task requires appropriate safety measures such as hearing or eye protection, use of respirators and other protective items as needed.
- Employee may be exposed to a variety of communicable diseases to include exposure to the potential of blood borne pathogens in a number of settings and areas within the Park District area.

C. Environmental Considerations

- Activities performed indoors which would include temperature and lighting.
- May be exposed to elements when driving to a meeting or to perform job duties at another facility.

D. Cognitive Considerations

- Employee must be able to listen, hear and speak.
- Job occasionally involves exposure to outdoor conditions.
- Use of hands and fingers will regularly be required, and the ability to stand, sit and walk for extended periods of time.
- Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust and focus.

E. Safety Considerations

- Worker must be able to follow direction from supervisor with safe and effective follow through.
- Worker must be able to use good safety awareness and judgment.
- Worker must be able to participate in safety related training as required.
- At no time should an instructor assistant be in a closed room alone with a child, either another child, parent or staff member should be present.

Conditions of Continued Employment

- Provide verification of education.
- Submit to a pre-placement reference check.
- Submit to a pre-placement state criminal background check.
- Submit to a pre-placement physical.
- Submit proof of date of birth.
- Submit Proof of eligibility to work in the U.S.
- Submit to random, reasonable cause and post-accident drug or alcohol testing.
- Complete six (6) month introductory period satisfactorily.

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