

# EMPLOYMENT OPPORTUNITY

## **Customer Service Representative III (Bilingual Preferred) - 18 yrs. +**

**Location:** West Chicago Park District / ARC Center

**Start Date:** Immediate

**Salary:** \$9.00 - \$10.00 per hour/DOQ

**Contact:** Melissa Medeiros, mmedeiros@we-goparks.org

### **SUMMARY:**

Under the direction of the Facility Supervisor, the Customer Service Representative III is an entry level position, responsible for providing excellent customer service to all patrons of a large recreation facility. This is an at-will position, with hours normally scheduled up to 19 hours per week. Annually, the position works a minimum of 750 and less than 1,000 hours per year.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Greet all customers.
- Process memberships, program registrations, daily passes, facility rentals, and birthday party reservations.
- Scan members into fitness area.
- Answer all incoming calls and direct them to the appropriate area.
- Assist all patrons with any questions regarding the facility and / or memberships.
- Washing and maintaining towels in locker rooms and fitness area.
- Perform assignments that include but are not limited to clerical tasks and problem solving.
- Cover all scheduled shifts or find a suitable substitute when unable to work assigned hours.
- Must stay current with the West Chicago Park District brochure, programs, special events and services.

### **SECONDARY DUTIES AND RESPONSIBILITIES:**

- Attends all team meetings as required.
- Appropriate dress is required as indicated in the Dress Code Policy.
- Maintain a neat and safe working environment.
- Must have the ability to be flexible and have a good working relationship with other team members.
- Support a quality loss control / safety program for the Park District.
- Performs all other duties as assigned.

### **QUALIFICATIONS:**

- High school diploma or equivalent.
- 18 years or older.
- Previous customer service and cash handling skills preferred, but not required.
- Must be First Aid and CPR/AED Certified within 6 months of hire (District provided).
- Must have a valid driver's license and /or reliable transportation.
- Ability to pass a background investigation.
- Ability to respond to safety and emergency situations.

- Must be able to effectively communicate in English. Ability to communicate in Spanish may be helpful, but not required.
- Must be able to work a variety of shifts including Fridays, Saturdays, and Sundays.

**PSYCHOLOGICAL CONSIDERATIONS:**

- Employee must maintain calm disposition to be able to effectively and immediately resolve differences and problems that arise with patron specific issues.
- Employee must be able to under the direction of the Office Manager; be able to recognize priorities and meet all deadlines.
- Employee must be able to work in a team atmosphere.
- Employee must have the ability to maintain self-control and composure in difficult situations.
- Employee should be flexible and adaptable to new situations.
- Employee must possess enthusiasm and drive with a desire to accomplish goals and objectives.

**PHYSICAL AND ENVIRONMENTAL CONSIDERATIONS:**

- Most activities are performed indoors in an office setting; considerations are the constant use of computers and exposure to indoor lighting.
- Should be able to do the following on a daily basis: sit (6 hrs.) and stand/walk (6 hrs.). This position requires bending, stooping, kneeling, climbing and reaching movements.
- May require lifting to 50 pounds and carrying objects weighing up to 50 pounds.

*This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties or tasks as requested by management. All requirements are subject to possible modification in order to reasonably accommodate individuals with disabilities*