

WILDWOOD PARK DISTRICT JOB DESCRIPTION

POSITION TITLE: GUEST SERVICE REPRESENTATIVE
REPORTS TO: PARK DISTRICT MANAGER
FLSA STATUS: NON-EXEMPT
CLASSIFICATION: PART-TIME

Position Summary:

The Guest Service Representative is responsible for daily operations of the office. Responsibilities include assisting the public on the phone, in person or in email, processing activity registrations, payments and rentals and performing a variety of tasks as assigned.

Qualifications Required:

- One year of office experience.
- Computer skills are necessary including Microsoft Word, Excel, Outlook, as well as social media programs, email, website, and program registration system(s).

Hours:

- Part-time 13 hours per week. Mondays and Tuesdays from 9:30am to 4:00pm. Other times and dates may be needed. One Saturday per month from 9:00am-12:30pm during the months of May-August.

Essential Job Functions:

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Greet and answer questions from the public on the phone, in person or in email.
- Take phone messages for staff.
- Communicate information to appropriate staff member.
- Process activity registrations, room rentals. pavilion rentals and preschool payments.
- Process boat key and boat decal and parking permit sales.
- Assist Park District Manager and Marketing Staff in maintaining Park District website and complete updates as needed.
- Maintain all office supplies.
- Input programs in recreation program software at the beginning of each season.
- Print out class attendance lists as needed.
- Process all fees in recreation software and conduct daily balance of all money received.
- Maintain all office calendars.
- Maintain the distribution of information to the public.
- Maintain integrity of registration software and train staff as needed.
- Communicate work schedule and tasks to the Park District Manager.
- Perform duties in a safe manner.
- Maintain a clean work area.
- Fill supplies as needed.
- Report any work-related or patron injuries to supervisor promptly.
- Correct unsafe conditions and/or report them to supervisor.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Attendance/Punctuality** - Demonstrate consistent attendance and on-time arrival. Ability to work days and occasional weekend mornings.
- **Dependability** - Follow instructions and respond to management direction; take responsibility for own actions; keep commitments; and complete tasks on time or notify appropriate person.
- **Planning/Organizing** - Prioritize and plan work activities and use time efficiently.
- **Judgment** - Exhibit sound and appropriate judgment; support and explain reasoning for decisions; include appropriate people in decision-making process; and make timely decisions.
- **Professionalism** - Approach others in a tactful manner; react well under pressure; treat others with respect and consideration; accept responsibility for own actions; and follow through on commitments. Must be open minded to all members of the community.
- **Problem Solving** - Identify and resolve problems in a timely manner; gather and analyze information skillfully; develop alternative solutions; work well in group problem-solving situations; and use reason even when dealing with emotional topics.
- **Customer Service** – Manage difficult or emotional customer situations; respond promptly to customer needs; solicit customer feedback to improve service; respond to requests for service and assistance; and meet commitments.
- **Interpersonal Skills** – Focus on solving conflict, not blaming; listen to others without interrupting; keep emotions under control; and remain open to others' ideas and try new things. Must be able to deal with people and patrons under stressful situations.
- **Teamwork** – Promote and support work teams; put success of team above own interests; and support everyone's efforts to succeed.
- **Oral Communication** – Listen and get clarification; and respond well to questions
- **Organizational Support** - Follow policies and procedures
- **Language Skills** – Ability to read, analyze and interpret information. Ability to communicate effectively with supervisor, subordinates and public.
- **Mathematical Skills** - Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

Physical Demands

- Requires frequent sitting.
- Requires occasional walking, standing, balancing, stooping, kneeling, crouching, and reaching.
- Requires occasional lifting (20-35 lbs.).
- Employee is regularly required to talk and hear.

Work Environment

- Employee general work area is indoors, in a smoke free environment with controlled temperature and fluorescent lighting.

The Wildwood Park District is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Board will provide reasonable accommodation to qualified individuals with disabilities.