



WOOD DALE PARK DISTRICT
Active Places. Friendly Faces.

Position Description

Job Title	Front Desk Attendant
Department	Recreation
Employment Status	Part-time
Exempt/Non Exempt Status	Non-Exempt Status

Scope of Work

The Front Desk Attendant is responsible for greeting customers, answering phone and transferring to co-workers, registration and processing payment, looking up the calendar, printing rosters and answering questions. In addition, there are various office duties, copying, filling, typing and organizing.

Work Location

Wood Dale Recreation Center, 111 E. Foster Ave., Wood Dale, IL 60191 and various parks and facilities throughout the District

Contact with Others

Position involves regular internal and external customers.

Supervision

Received	Works under the general supervision of the Manager of Recreation Programs
-----------------	---

Exercised	Position is responsible for front desk operations
------------------	---

Essential Job Functions

- Selling memberships.
- Answering telephones.
- Various office duties to include, but not limited to, filing, copying, typing, phone calls.
- Various minor marketing duties, including but not limited to, creating program flyers, displays, etc.
- Demonstrate and support all park district customer service standards.

- Process park district refunds, transfers and maintain status of programs.
- Maintain good rapport with customers and provide exceptional customer service.
- Oversee that the instructor/programs are in proper areas and running smoothly.
- Opening and closing of entire facility on occasion.
- Maintain knowledge of all park district programs and facilities as well as within the community.
- Follow district and departmental, safety, personnel and administrative policies, procedures and ordinances.
- Attend staff training sessions as scheduled.
- Communicate with staff through verbal communication as well as written.
- Assist all supervisors with various projects/assignments.
- All other projects/assignments as deemed necessary and given by any/all supervisors.

Other Job Functions

- Perform related duties as assigned
- Attend meetings as assigned
- Complete necessary forms and paperwork for program and agency

Requirements of Work

Completion of four-year college degree in Recreation Administration, Education, or related field with 1-3 years of experience working in a classroom/day care setting

Knowledge of	<ul style="list-style-type: none"> • Recreation software, Activenet preferred • Microsoft Office
Ability to	<ul style="list-style-type: none"> • Ability to handle a variety of tasks/situations at one time. • Ability to be patient and courteous. • Ability to communicate both orally and in writing. • Ability to be flexible. • Ability to handle money transactions.
Skill in	<ul style="list-style-type: none"> • Microsoft Excel and Word • Ability to speak and write effectively • Strong leadership skills

Necessary Special Requirements

- Possession of valid driver's license
- First Aid/CPR/AED certification
- Must have a high school diploma and meet the minimum age requirement of 18 yrs of age.
- Prior office experience preferred.

Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting
- While performing the duties of this job, the employee frequently is required to lift 50+ pounds
- The employee is occasionally required to, walk, kneel, crouch, bend, prolonged sitting, standing, and prolonged visual concentration
- Flexible work schedule including days, nights and weekends

Environmental Considerations

May be exposed to elements when building doors open. Most activities are performed indoors where the conditions include heat, cold and noise.