



Customer Service Assistant Supervisor

River Heritage Conservancy

Contact Name: Eileen Meyers

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Closing Date:

Salary: \$15.00 - \$17.50 per hour

Description:

Job Title: Customer Service Assistant Supervisor (Part-Time IMRF)

Start Date: ASAP

Location: Marvin S. Weiss Recreation Center

Work Hours: Part time - 20-30 hours per week

Position Summary:

The Customer Service Assistant Supervisor provides support to assist the Customer Service Supervisor with developing, administering and overseeing all general office operations and overseeing customer accounts. This position will serve as the Customer Service Supervisor in times of absence.

Interested applicants should apply online at www.rtpd.org

Qualifications:

- Excellent (oral and written) communication and organization skills
- Excellent customer service skills
- Strong organization and interpersonal skills
- Possession of a valid driver's license
- Proficient knowledge and experience in Microsoft Office applications
- Ability to deal positively and cooperatively with persons of all ages.
- Ability to oversee and direct office staff when supervisor is out of the office
- Cash control experience preferred.
- Possess organizational and management skills.
- Ability to be flexible and adapt to a wide variety of duties.

Duties and Responsibilities:

- Greets in a friendly, professional manner all patrons who approach the office and assist them, take messages or direct them as needed, (general receptionist duties).

- Assists in supervision of building and all building patrons.
- Assists recreation department part-time and full-time employees with typing, data entry, filing and copying as needed.
- Makes phone calls to patrons, businesses, etc. as needed.
- Responds to participant concerns, complaints and suggestions through emails and phone calls.
- Assists with office personnel including recruiting, hiring, training, disciplining and evaluating.
- Assists with daily cash control, counting of revenue, preparing bank deposits and taking bank deposits to bank.
- Maintains knowledge of all pertinent budget accounts.
- Assists with all Special Events as requested.
- Supervises room rentals as scheduled.
- Prepares routine and special reports as directed.
- Develops and maintains working relationships with ALL park district departments.
- Develops and maintains working relationships with community organizations and all patrons.
- Maintains a thorough understanding of the Park District's policies and operations. Enforce these in a positive manner.

About River Trails Park District:

River Trails Park District seeks to enrich the lives of its diverse community by providing quality parks, facilities and programs for recreation, education and wellness. River Trails Park District seeks innovative team members who are creative and critical thinkers that endorse fun.