



Recreation Support/Customer Service Receptionist

Mokena Community Park District

Contact Name: Kara Jelderks
Contact E-mail: kjelderks@mokenapark.com
Contact Phone: 708-390-2409
Closing Date:
Salary: \$15-16/hr.

Description:

SUMMARY

Under the direction and supervision of the Superintendent of Recreation, the Recreation Assistant/Customer Service Receptionist acts as a representative of the Recreation Department and is responsible for greeting customers, answering phone calls, cash handling, filing, taking registration, assisting in prepping and planning for programs and events, coordinating volunteers, completing income statements, updating dog park members, seeking out potential sponsors and other duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Include, but are not limited to:

1. Answers, screens and places telephone calls in a professional, courteous manner.
2. Performs duties to accept and process participation registrations and cancellations.
3. Processes required information when applicable (waivers, medical releases, birth certificates, etc.)
4. Maintains participants waivers and prepares program income statements.
5. Orders, maintains and retrieves office supplies and recreation supplies from inventory/storage.
6. Prepares mailings and assists with bulk mailings.
7. Prepares and maintains class lists for instructors.
8. Provides secretarial support to staff.
9. Manages cash drawer, reconciles daily receipts and prepares deposits.
10. Accepts, processes and records picnic/park usage permit and maintains updated master schedule to avoid conflicts.
11. Maintains dog park and community garden member databases and processes monthly renewals.
12. Guides and maintains an active volunteer program for the district, taking care to match volunteer interests with agency needs, along with creating and maintaining a volunteer recognition program while

keeping relationships with schools and companies regarding volunteer fieldwork opportunities.

13. Prepares and maintains accurate records and files of all Park District volunteers along with conducting

orientation and overseeing all volunteers.

14. Seek out future Sponsors for programs and events. Maintain a record of sponsors and update the information monthly.

15. Works to ensure a safe environment for the general public, program participants and staff within the

established Loss Control Program.

16. Will be required to work Special Events, including weekends.

17. Performs other duties as directed or delegated by the Superintendent of Recreation or Recreation

Supervisors.

SKILLS AND EDUCATIONAL REQUIREMENTS

An individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

Knowledge, skills and mental development equivalent to the completion of high school with 2 years' experience in the secretarial field with an emphasis on clerical skills, computer skills and people skills. CPR/AED/First Aid certified, or willing to obtain within 60 days of employment. A valid Illinois State Driver's License is required.

PSYCHOLOGICAL CONSIDERATIONS

Must have the ability to resolve differences and problems that arise with patrons.

PHYSIOLOGICAL CONSIDERATIONS

While performing the duties of this job, the individual is regularly required to sit; use hands to handle or feel objects, tools and equipment; reach with hands and arms; and talk and hear. The individual is frequently required to stand, walk, stoop, kneel and crouch. While performing the duties of this job, the employee may be required to lift items up to 30 pounds.

ENVIRONMENTAL CONSIDERATIONS

Most activities are performed indoors in which conditions include lighting and temperature. The noise level in the work environment is quiet to moderate. May be exposed to elements when assisting workers with outdoor functions.

COGNITIVE CONSIDERATIONS

Ability to perform a variety of tasks often changing assignments on short notice. Ability to prioritize tasks and demonstrate organizational skills. Must possess a high level of verbal communication skills. Must be able to follow directions, exhibit good problem-solving ability and good judgment, and work within the guidelines and policies set forth by the Board of Commissioners.

BENEFITS

- IMRF Position

- Health Insurance, Prescription coverage, Dental, and Vision effective 30 days from hire date. Selected

plan(s) is paid at 100% for individual, via payroll deduction for family members if elected.

- Life Insurance (1x salary)

- Vacation pay will accrue monthly based on your length of service as of your employment anniversary

date: 0 to 5 years: 10 vacation days; 6 to 14 years: 15 vacation days; 15 years+ : 20 vacation days

- Sick/Personal day(s) accrued monthly at 1 day per month.
- Holidays - 10 per year
- Floating Holidays – 2 per year
- Bereavement days
- Individual Fitness Center membership / Program participation