



## Front Desk Lead Registrar/Customer Service Bloomington Park District

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**Closing Date:**

**Salary:** \$17-18/hour

### **Description:**

The Bloomington Park District is seeking a highly motivated individual to join our Customer Service Front Desk Team as Lead Registrar. This position is full-time at 40 hours per week. We offer great benefits that include:

- Health insurance at a low premium
- Paid vacation and personal days
- Paid sick time
- Program and daycare benefits
- Fitness membership
- Pool pass
- IMRF retirement pension

RecTrac 3.1 knowledge is a plus! \$17.00-\$18.00 per hour dependent on experience.

### Front Desk Lead Registrar/Customer Service Job Description

#### Functions:

This is a full-time position under the direction of the Director of Finance. The Lead Registrar is responsible for a variety of duties including, but not limited to, answering the telephone, greeting guests, processing registrations, and all aspects of front desk operations. This position will be cross trained on the Front Desk Supervisor responsibilities including daily balancing, problem solving issues with RecTrac including software and proactively monitoring all daily activities at the Bloomington Park District to provide our customers with the best possible experience. This position also works closely with Director of Finance, fellow registrars, recreation staff, and other part time staff. The Lead Registrar is to provide efficient, effective and consistent operations toward registration initiatives and excellent customer service.

#### Immediate Supervisor:

Responsible to the Front Office Supervisor.

### Qualifications:

- Knowledge, skill and mental development equivalent to the completion of high school.
- Prior experience must include typing, cash register, and customer service skills.
- Proficient computer skills and familiarity with Microsoft Office 2010.
- Familiarity with RecTrac 3.1 a plus.
- Ability to assist in trouble shooting software and hardware technical issues.
- Ability to problem solve and provide alternative solutions as needed.
- A positive attitude and willingness to provide exceptional customer service.
- Knowledge of data entry and word processing.
- Math skills which include ability to add, subtract and multiply 3-digit numbers and provide change, process credit card payments and verify check payments.
- Ability to handle several tasks simultaneously and prioritize these tasks in an effective manner.
- Exceptional interpersonal skills.
- First Aid, CPR, AED Certification required, provided by Bloomingdale Park District.

### Duties and Responsibilities

#### Essential Functions

- Communicate with the Front Desk Supervisor on issues and activities relative to the effective and efficient operations of the front desk including registration, billing, refunds, data entry, telephones, cash register operations, credit card operations and customer needs.
- Trouble shoot RecTrac software and hardware issues by communicating with rec staff, our IT support and our third-party computer software support.
- Reconcile daily receipts, cash and credit cards for all RecTrac users.
- Evaluate and help develop registration processes for current and new programs.
- Proactively monitor BPD daily programs and provide information to rec staff and customers as needed regarding any issues or changes.
- Assist in training of new front desk personnel.
- Willingness to participate in and successfully complete required training to increase customer satisfaction and sales.
- Answer phones with professionalism, clearly identifying your name upon inception of call.
- Greet and direct visitors.
- Process, receive and enter program registrations into RecTrac registration program and issue receipts.
- Keep all customer forms current, well stocked and available.
- Maintain workroom and office supplies, including B-Fit apparel and any giveaway items.
- Utilize computer system to produce necessary registration program information.
- Maintain files/records and move/rotate files on annual basis (as needed).
- Verify that installment billing schedule and data is current and process installment billing.
- Assist with Park District mailings, internal work requests and general clerical duties as needed.
- Communicate with the recreation department staff on a regular basis to ensure that program registration materials are current and available.
- Maintain a working knowledge of all general and departmental-specific safety rules. Actively support the safety program and related programs including following/enforcing safety rules, reporting accidents and injuries, and developing ideas for the prevention of future incidents.
- Flexibility to assist with schedule needs - early mornings, evenings and weekends.

#### Marginal Functions

- Attend educational workshops/seminars when necessary.
- Provide general assistance in fitness area if needed.
- Assist in other areas as assigned by the Front Desk Supervisor.

#### Work Hours and Compensation:

The position of Lead Registrar is full time and is paid every two weeks at an agreed hourly rate. The position is classified as a non-exempt hourly employee with IMRF-eligible status and will work 40 hours per week. The hours worked on a daily basis may vary between the hours of 7:45 a.m. and 7:15 p.m. Some Saturday hours may be part of the work week as well. The starting salary range for this position is \$17.00 per hour depending on experience and RecTrac knowledge.

#### Environmental Considerations:

Performs most activities indoors. Indoor environmental conditions will include lighting and temperature.

#### Cognitive Considerations:

- Must be able to follow directions and perform work activities as assigned by the Front Desk Supervisor.
- Must be able to communicate effectively and be organized in thought processes and physical tasks.
- Must be able to work closely with co-workers and other employees and visitors in the office.
- Must be able to problem solve.
- Ability to apply common sense understanding to carry out written or oral instructions.
- Ability to deal with problems that arise with customers in a calm and reasonable manner.
- Must be able to present ideas and recommendations in a clear and concise manner.
- Use good judgment and possess and use effective problem solving skills.

#### Psychological Considerations:

- Must have the ability to handle stressful situations and deal with irate people in a professional and courteous manner.
- Must have the ability to meet deadlines.
- Must be organized and capable of handling multiple tasks daily.
- Must be able to deal with conflict and differences between customers and colleagues.

#### Physiological Considerations:

- Must be able to sit at a computer keyboard for long periods of time at a desk.
- Must also be able to rise quickly from desk area to assist patrons.
- While performing the duties of this job you are required to stand, walk, and sit.
- The ability to lift or move up to 20 lbs. as you will be accepting mail deliveries of packages of various weights and sizes.

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