



Customer Service Coordinator

Northbrook Park District

Contact Name:

Contact E-mail:

Contact Phone:

Closing Date:

Salary: \$19.00+ per hour depending on experience

Description:

The Northbrook Park District is looking for a full-time customer service professional to work at Northbrook Sports Center. This individual will be responsible for providing customer service to the public by processing registration transactions and handling questions and concerns as well as providing administrative and program support to staff.

Full-time Monday-Thursday from 11:30am-8pm, Sundays from 8:30am-5pm. Hours may fluctuate depending on operation hours. This is a benefit eligible position offering a full benefits package, including healthcare insurance and generous time off package as well as enrollment in the Illinois Municipal Retirement Fund (IMRF).

Duties and Responsibilities

- Perform registration operations using registration software to process customer transactions; transactions are accepted online, via email, in-person or by mail.
- Respond to telephone, in-person and email inquiries from customers regarding registration and programs and facilities in a prompt and accurate manner; resolve concerns and seek solutions professionally.
- Perform general administrative support functions and manage administrative projects at respective location, which may include compiling program material, booking rentals and programs, assisting with data entry and mailings, proofreading program guide and other written material, maintaining databases and electronic files, generating reports.
- Provide program support to staff by anticipating the needs of staff and instructors and provide them with the necessary support to run a program; may include printing program rosters.
- Monitor building signage and information displays to ensure information is current.

The ideal candidate will have:

- High school diploma or equivalent. Customer service experience is strongly preferred
- Strong verbal and written communication skills
- Proven problem solving and customer service skills
- Proficiency with Microsoft Office Suite (Outlook, Word, Excel) and other software programs

- CPR/AED Certification or ability to obtain within six (6) months of hire

The physical requirements 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 of the job.

- Required to stand and talk or hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and each with hands and arms.
- Required to walk; sit; climb or balance; stoop, kneel, crouch, or crawl; and smell.
- Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.
- May occasionally lift and/or move up to 25 pounds. Uses material handling equipment or staff assistance when lifting and or moving objects.
- Work is performed mainly in an office setting and involves sitting for long periods of time. May occasionally work in the ice arena with exposure to cool temperatures.

Apply at nbparks.org/jobs