



Registration & Membership Services Supervisor

Carol Stream Park District

Contact Name:

Contact E-mail:

Contact Phone:

Closing Date:

Salary: \$45,000 - \$48,000/year

Description:

Salary & Benefits:

- \$45,000 - \$48,000/year

- Full benefits package including health insurance, IMRF Pension, paid time off (10 vacation days, 10 sick days, 3 personal days and 13 holidays), program discounts, and complimentary Fitness Center, Dog Park, and Coral Cove Water Park memberships for you and your immediate family.

Hours:

- 40 hours a week; weekday evening and weekend hours.

- Tuesday - Friday hours are between 12:00pm - 8:30pm.

- Saturday hours are between 8:30am - 5:00pm.

Position Summary:

This highly independent and responsible position oversees the day-to-day operations of the district's Registration & Membership Services. The Registration & Membership Services Supervisor will assist the manager in customer service operations, customer database management, cash handling, controls, and directly supervise part-time registration staff. The supervisor will take the initiative in the manager's absence.

Essential Job Functions:

- Ensure accurate and secure processing of all revenues, customer registrations, and accurate entry of information into the registration database.
- Oversee training, scheduling, evaluation, and supervising of part-time registration staff.
- Provide outstanding customer service experience and promote positive public opinion with great service, accurate and timely information, and professional and courteous communication.
- Assist with the development and monitoring of annual department budget.
- Work cooperatively with other departments to improve service, operations, and communications.
- Implement changes to procedures, and make recommendations to reduce costs, maximize efficiency, and improve service.

Qualifications:

- High School degree; College degree in a related field, or equivalent professional experience.
- Minimum of 5 years applicable experience.
- Strong leadership, management, and organizational skills.
- Able to interact and collaborate with all levels of employees and customers.
- Exceptional customer service and communication skills.
- Detail-oriented with the ability to multi-task and problem-solve with minimal direction.
- Proficiency with Microsoft Office. Knowledge of ActiveNet registration system is a plus.
- A valid Illinois driver's license is necessary.
- Must successfully pass a post-offer drug test and driver's abstract.
- Must successfully pass a background check.

Please visit the "Job Opportunities" section of our website at www.csparks.org to complete an online application and upload your resume.