



## **Customer Service Supervisor - Emily Oaks Nature Center**

Skokie Park District

**Contact Name:** Stephenie Gualano

**Contact E-mail:** sgualano@skokieparks.org

**Contact Phone:** 847-929-7110

**Closing Date:** 2023-12-22

**Salary:** \$50,000 - \$55,000 DOQ

### **Description:**

The Emily Oaks Nature Center Customer Service Supervisor is responsible for coordinating weekday and weekend office operations and building activities and staff, assisting the Facility Manager with administrative and programming tasks, and maintaining a high level of customer service.

Responsibilities range from hiring, training, and scheduling of Front Desk/Building Attendants to handling program registrations and facility rentals to providing administrative assistance with RecTrac, communications, and specific programming. Cooperates fully with the policies and procedures of Emily Oaks Nature Center and the Skokie Park District and will strive for excellence in customer service.

### **ESSENTIAL DUTIES**

1. Work weekly shifts at the front desk and cover for other staff, as needed.
2. Interact with patrons providing excellent customer service at all times. Provide information to the public about Skokie Park District programs and rentals.
3. Open and/or close the facility, including the gates and building as scheduled, and supervise room rentals.
4. Coordinate Front Desk/Building Attendant operations, including but not limited to: program registrations, office calendars and scheduling binder, daily cash transactions, deposits and reports, room and grounds rentals, birthday party rentals, gift shop inventory and purchasing, equipment and supplies, management of daily camp attendance, monthly and seasonal tasks.
5. Responsible for hiring, training, scheduling and evaluation of the Front Desk/Building Attendant staff.
6. Provide administrative and programming support, including the following:
  - RecTrac entry and changes
  - Communications and reporting
  - Marketing efforts
  - Wait list management
  - Volunteer coordination

- Special project coordination
- Seasonal event preparations and operations
- Art and photo show coordination
- Camp supervision, as needed, and select program development

7. Keep the reception desk and other related office spaces and supplies stocked, organized and clean.

8. Perform other duties as assigned.

### **OTHER DUTIES:**

Must be friendly, dependable and service-oriented with a high level of initiative and attention to detail and accuracy. Must possess excellent organizational and interpersonal skills and be proficient in verbal and written communication. May be required to work Nature Center seasonal special events and other programming, as needed. Must adhere to and actively enforce the safety responsibilities and safety procedures as outlined in the District's Safety Manual and overall risk management program.

### **QUALIFICATIONS:**

**Education:** Must be at least 21 years of age and have an Associates or Bachelors degree.

**Experience:** Previous experience in a customer service supervisor position or with office coordination is preferred. Experience and proficiency with computers (Word, Excel and other programs) is essential to this position, including familiarity with RecTrac.

**Certifications:** Must obtain First Aid/CPR certification through the Park District or an accredited agency. Valid Illinois Driver's License Required.

### **In exchange for your talent, the park district offers the following benefits:**

- Medical (BCBS PPO and HMO Options), Dental, Vision Insurance
- Generous paid vacation, sick and personal leave
- Participation in IMRF (a defined benefit pension plan), and other voluntary retirement plans
- Life insurance (company paid 2.5x annual salary) and voluntary life insurance options
- Continuing education benefits and participation at job related seminars and conferences
- 9 paid holidays
- Paid parental leave
- Disability benefits provided by IMRF
- Facility Usage benefits for employee and their immediate family
- Discounted rates for the following programs: preschool, childcare at our full service day care center, enrollment in our before/after school childcare program and summer camp programs

To apply: Submit your application here:

<https://secure6.saashr.com/ta/6180292.careers?ShowJob=537272241>

*The Skokie Park District is an Equal Opportunity Employer.*