



Customer Service Representative

Gurnee Park District

Contact Name: Omayra Shofner

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Contact Phone: 847-623-4510

Closing Date:

Salary: \$16 - \$18

Description:

Under the direction and supervision of the Customer Experience Supervisor, this position shall deliver SOFIE customer service values while performing various office, registration, fitness membership sales and customer service functions. This is a Park District front facing position requiring excellent communication skills and multi-tasking abilities. This position requires a flexible availability which may include early mornings, daytime, evenings, weekends and holidays. Must have flexibility to work additional hours as needed.

QUALIFICATIONS

- **Experience:** Two years of customer service and/or sales related experience required, preferably in an office, recreation, health club, hospitality, or related environment.
- **Education:** High School diploma is preferred.
- **Skills:** Must have excellent communication skills, be highly motivated, and be approachable and engaging with customers with the ability to recognize when customers need a greater level of assistance. Ability to consistently communicate in a friendly, professional fashion with employees and patrons both in person and on the telephone. Must consistently demonstrate good public relations and tact, and manage multiple tasks.
- **Certifications:** Current CPR, AED and First Aid certifications are required or ability to obtain them within sixty days of hire date.
- **Competencies:** This position requires the ability to obtain and retain a thorough knowledge of the recreation programs, memberships and facilities. Must be able to provide an exceptional level of customer service, handle complaints in a professional manner, be comfortable using a computer system to input and interpret customer information and have a comprehensive understanding of sales procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Greet customers and guests promptly in a friendly and professional manner as they come in and as they leave.
2. Answer telephone in a timely and courteous manner with messages dispatched promptly.
3. Assist customers and answer inquiries regarding program registration, memberships, facilities, facility rentals, parks, etc. Knowledge of additional FitNation offerings will also be required.

4. Enter registrations and payments in the computer in a timely fashion.
5. Handle all Point of Sale transactions and ensure the cash drawer is balanced and prepare the end of day report.
6. Responsible for all aspects of membership and registration processes utilizing VSI registration software and related reporting.
7. Operate various office equipment such as copy machine, fax machine, etc.
8. Assist all departments as needed.
9. Monitor Open Gym Activities.
10. Assist at the Park District booth during Gurnee Days to promote Park District services.
11. Portray a positive image of the Park District to customers and guests by complying with Park District customer service standards or SOFIE.
12. Responsible for complying with the general policies and procedures of the Park District.
13. Responsible for adhering to the Gurnee Park District Team Mission and Values.
14. Take all steps necessary to maintain a safe environment in the Community Center.
15. Perform other Park District related functions as requested.
16. Attend team meetings as scheduled held on either Thursday evenings or Saturday mornings which meet quarterly.
17. Responsible for coordinating with other staff members if time off is needed to ensure coverage at the front desk.

ADDITIONAL DUTIES AND RESPONSIBILITIES

1. Taking and reporting inventory of supplies.
2. Assist with training of new staff by demonstrating proper methods/techniques.
3. The Customer Service Representative is also responsible for covering the holidays listed below which may be subject to change:
 - 7am to 12 noon – Labor Day, Christmas Eve, Memorial Day, Independence Day
 - 7am to 3pm – New Year's Eve
 - 5:15am to 9pm – Good Friday, Day after Thanksgiving

PHYSICAL DEMANDS

The physical demands of this position are minimal. Most of your job will be at a desk. Occasionally movement of deliveries will be needed with a maximum weight of 25 lbs.. Perform hand/arm movements as when working on a computer keyboard or calculator. Reading handwritten information and writing legibly. Job may include lifting, twisting, bending and squatting.