



Receptionist / Registrar

Northern Illinois Special Recreation Association (NISRA)

Contact Name: Patty Panas

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Closing Date:

Salary: \$40,000+ DOQ

Description:

POSITION TITLE:	Receptionist / Registrar
REPORTS TO:	Senior Manager of Human Resources and Administration
FLSA:	Non-exempt salaried
SALARY:	\$40,000 + DOQ

Responsibility

This highly motivated professional will work closely with Recreation staff to upload brochure information and register participants while providing excellent customer service. The ideal candidate will be able to easily adapt to changing environments and deadlines. This position requires initiative, a high degree of confidentiality and attention to detail as well as the ability to work unsupervised. The typical work week is Monday through Friday, 8:30 a.m. to 5:00 p.m., however the person must be available to work in excess of those times on occasion when necessary. Timeliness is essential for this position.

Qualifications

Minimum of high school diploma, minimum two to three years of customer service experience and/or employment experience in clerical functions such as typing, filing, phone reception, data entry, Microsoft 365, Adobe Acrobat Pro, and all aspects of general office duties. Capability to learn the agency enrollment database. Knowledge of recreation software is a definite plus. Bilingual with fluency in Spanish is helpful.

Essential Duties and Responsibilities

- Accurately enters, audits and updates program and participant registrations on a daily basis.
Monitors pending registrations, programs filled to capacity, balance dues and related registration factors.
- Maintains participant files, both electronic and hard copy, with the highest degree of confidentiality.
- Greets and directs visitors and answers incoming calls displaying a welcoming, helpful attitude and demeanor.
- Processes documents and reports as requested by staff.

- Maintains a high degree of confidentiality with participant records.
- Manages timely collections of program fees and balances with a high degree of confidentiality, accuracy and excellent customer service.
- Proofreads brochures to ensure correct program information.
- Inputs and updates information in the agency databases, in an accurate and timely manner.
- Processes queries, reports and other database requests in an accurate and timely manner.
- Assist with processing of staff work order requests for word processing, bulk mailings, flyer design, and office filing projects.
- Responsible for maintaining a safe, neat and clean front office and lobby area. Perform opening /closing procedures of office, including locking doors at the end of the day.
- Assists Office Service Coordinator in the time of high volume.
- Attend appropriate staff meetings, in- services and workshops
- Additional duties as assigned by the Executive Director, Superintendent or Sr. Manager of Human Resources and Administration.

Physical Demands

While performing the duties of this job, the employee is occasionally required to stand, walk and sit. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception.

Benefits

Medical Coverage, PPO or HMO / Prescription Coverage / Dental and Vision Coverage / Life Insurance / IMRF Pension Plan / Paid Holidays, Sick Time , Personal Days and Floating Holidays

This role is performed in person and is located at the NISRA Office - 285 Memorial Drive, Crystal Lake, IL.

Equal Employment Opportunity Employer