



## Customer Service & Rental Coordinator Gurnee Park District

**Contact Name:** Mary Lester

**Contact E-mail:** mlester@gurneeparkdistrict.com

**Contact Phone:** 847-599-3745

**Closing Date:**

**Salary:** \$18 - \$22 hourly

### **Description:**

Under the direct supervision of the Supervisor of Community Programming and Events, this position is responsible for coordinating district-wide rentals at Viking Park Community Center, Hunt Club Park and Community Center, Hunt Club Park Aquatic Center, and various parks (shelters and fields). This position serves as the main point of contact for customers at the Viking Park Community Center and is stationed at the facility's front desk. This position is also responsible for various clerical and recreational duties and responsibilities as outlined below.

This is a Recreation department full-time, hourly position with hours primarily from 8:30a-5:00p, Monday through Friday, with some evening and weekend work related to rentals and district events. As one of the park district's customer service representatives, there may be times when the position's work location or hours will fluctuate to ensure adequate coverage.

### **QUALIFICATIONS**

- **Experience:** Proven successful experience in customer service and two years of experience in an office environment required. Experience with rental coordination and RecTrac preferred. Experience leading part-time staff or volunteers preferred.
- **Education:** High School diploma required. Associate's degree and/or related college coursework preferred.
- **Skills/Competencies:** Must possess the ability to effectively communicate with the public and co-workers in a pleasant manner both in person, on the telephone and through written communication. Must consistently demonstrate patience and be able to enforce regulations in a firm but diplomatic manner. Must be able to work independently and with teams in an effective manner. Must possess the ability to successfully manage multiple projects while also handling a high volume of customer inquiries and varied demands. Comfortability with learning and utilizing new software.
- **Certifications:** Valid Driver's License, First Aid, CPR and AED are required.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Coordinate all inquiries, bookings and scheduling for rentals of Viking Park Community Center, Hunt Club Park Community Center, Hunt Club Park Aquatic Center, park shelters and fields.

2. Provide excellent customer service to potential rental customers, provide flexible opportunities to tour rental facilities, prepare contracts, and process payments/ paperwork.
3. Gain a comprehensive knowledge of Gurnee Park District recreation programs, memberships and facilities.
4. Process facility reservations in RecTrac, submit internal maintenance/set-up requests, maintain accurate and organized rental records, and create set-up maps for all meetings, events, and rentals.
5. Ensure front desk coverage at Viking Park Community Center during facility office hours, working with colleagues to ensure coverage when not on-site.
6. Serve as the main point of contact for customers at the Viking Park Community Center, providing excellent customer service for rental and general park district inquiries in-person, over the phone, and via email.
7. Assume all front desk operating and opening/closing procedures, such as point of sale transactions, membership and registration processing via RecTrac, answering phone calls, routine and end of day reporting, assisting with mailings and supply orders.
8. Coordinate with the Parks and Planning Department to provide rental schedules and ensure set-up requests are received.
9. Directly supervise building attendants with the support of the Supervisor of Community Programming and Events. Serve as a resource and central point of contact for staff, ensuring park district values are embraced within the team. Assist with interviews, training, scheduling, payroll processing, and evaluation of staff. Serve as a substitute building attendant, if needed.
10. Contribute to the development of rental related budget, marketing, and seasonal brochure recommendations, utilizing data from reports to make informed decisions.
11. Review Village permit criterion and processes annually and recommend adjustments to increase internal efficiencies and convenience for customers.
12. Follow policy/laws/ordinances of the Gurnee Park District, Village of Gurnee, State of Illinois and Federal.
13. Responsible for the administrative and organizational duties associated with planning any assigned special events.
14. Operate various office equipment such as the copy machine, fax machine, office music and all other necessary equipment for front desk and rental operations.
15. Collaborate with and provide support to other departments as needed, especially in the areas of customer service and district special events.
16. Follow and exemplify the Gurnee Park District Customer Service Values (SOFIE).
17. Read, understand and be familiar with the Gurnee Park District's Personnel Policy Manual and Safety Manual.
18. Other duties as assigned.

### **ADDITIONAL JOB INFORMATION**

- **Job Status:** Full-Time, Non-Exempt.
- **Compensation:** Starting pay rate range is \$18.00 to \$22.00 hourly. Starting pay is commensurate with experience and qualifications of the successful candidate.
- **Benefits:** An excellent benefits package is included.
- **Contact:** Mary Lester, Supervisor of Community Programming & Events, (847)599-3745
- **Closing Date:** Open until filled.
- **To Apply:** Click here, ***Cust Serv & Rental Coordinator – Gurnee Park District***