



Customer Service Attendant

City of Woodstock

Contact Name: Jill May

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Contact Phone: 815-338-1172

Closing Date:

Salary: \$17.99/Hour

Description:

FULL-TIME LEAD CUSTOMER SERVICE ATTENDANT WOODSTOCK RECREATION DEPARTMENT

The City of Woodstock is pleased to be recruiting for a **Full-Time Lead Customer Service Attendant** with the Woodstock Recreation Department. We are seeking an energetic individual, passionate about his/her work.

Woodstock Welcomes You!

The City of Woodstock is a charming historic community of 25,630, located 55 miles northwest of Chicago on Metra rail. Listed on the National Register of Historic Places, Woodstock is a community unlike any other boasting historic 19th century buildings, dining, entertainment, accommodations, specialty shops, professional services, art galleries, and live theater. The City employs approximately 345 (full, part-time and seasonal) employees in a variety of departments within the organization, such as Office of the City Manager, Development Services - Building & Planning, Development Services - Engineering & Operations, Economic Development, Finance, Information Technology, Human Resources, Marketing & Communications, Public Library, Opera House, Police, Public Works and Recreation. Our employees work to serve the residents and strive to make the City of Woodstock the best community it can be.

Job Summary:

This position is responsible to provide first point of contact customer service and operational support to the Woodstock Recreation Department. This position is responsible for opening/closing the Recreation Center. This position will support the following City recreation areas: Recreation Center, Recreation Department Activity Registration, Pavilion Reservation, and Woodstock Water Works pass sales and facility reservations. This lead position also provides training, oversees and assigns tasks to Recreation Center Customer Service Attendants and Recreation Center Attendants, and has additional fiscal responsibilities.

For a complete description of responsibilities, please refer to the Job Description attached.

Minimum Required Qualifications:

- High school diploma/equivalent with a minimum of two (2) years previous recreation-based customer service experience, inclusive of accounting and cash handling.
- 18 years of age and older.
- Ability to obtain First Aid/CPR/AED and DCFS Mandated Reporter Certifications upon hire.

Preferred Qualifications:

- Fluency in Spanish.
- Previous experience with recreation-based software (RecTrac).

Salary & Benefits:

Starting pay rate for this full-time, non-exempt/hourly position is \$17.99 per hour. Additionally, an excellent benefits package is provided including, but not limited to, group health insurance, IMRF pension and a free Woodstock Recreation Center membership.

Deadline: February 13, 2025 at 5:00pm

The City reserves the right to select only the most qualified applicants for an interview. *The City of Woodstock is an Equal Opportunity Employer.*

To Apply: <https://woodstockil.applicantpro.com/jobs/3627424>