



Registration Office Assistant

Westmont Park District

Contact Name: Luke Wyss
Contact E-mail: lwyss@westmontparks.org
Contact Phone: 630-963-5252
Closing Date:
Salary: \$16-18/hr DOQ

Description:
Hours: Generally 8:30a - 2:30pm, M - F
Office Location: 75 E Richmond St. Westmont, IL 60559

The Westmont Park District located in Westmont, IL has an opening for a member of our management team. The District serves approximately 25,000 residents with over 155 acres of parks, a 9 hole golf course, fitness center and offers over 1,000 programs each year. Free fitness memberships and program & golf discounts included.

POSITION SUMMARY:

Primary responsibility is to ensure that all persons have a safe and enjoyable experience while visiting or using the Westmont Park District facilities.

Under the direction of the Superintendent of Recreation, the Registration Office Assistant is responsible for assisting with the daily operations of the Community Center office; providing customer service over the phone & in person, processing registrations, facility rentals and payments accurately, assisting Recreation Department staff and other general duties related to the conduct of an efficient office. The Registration Office Assistant serves as the first point of contact for visitors to the Westmont Community Center.

ESSENTIAL JOB DUTIES:

- 1. All phases of office administrative work; customer service (oral and written), data entry, payment processing and work orders from Recreation Staff.
- 2. Assist customers with program registrations, which includes effectively and accurately handling all payment transactions and types, through a computer based registration system.
- 3. Handle and process requests for park permits, and facility rentals.
- 4. Investigates and acts upon requests, suggestions and complaints of the public in regard to service or programs.
- 5. Assist with various promotional efforts by Park District staff.
- 6. Takes general district calls from the public and reports findings to the proper staff person and/or enter into a digital work order system.
- 7. Occasionally opens/closes the Westmont Community Center as needed.
- 8. Provide facility tours of the Westmont Community Center, Administrative Center, and Park Place as requested by potential renters.
- 9. Assists with day of special events as needed.
- 10. Weekend, holiday, and evening work will be required based on special event needs (varies with the season).
- 11. All other duties as assigned.

QUALIFICATIONS:

- A high school education is acceptable, however, a Bachelor or Associate of Arts degree in Business Administration, Recreation or related allied field is preferred. Depending upon formal education, the length of practical experience may vary. The position requires patience, adaptability, and professionalism under pressure. Ability to learn district software and inquire within when needed.
- CPR/AED/First Aid Certification within the first year (will train).

KNOWLEDGE AND SKILLS

- • Excellent oral and written communication skills
- Strong customer service and interpersonal skills
- Proficiency in office software (e.g., MS Office, Google Workspace)
- Ability to learn and use registration systems and payment platforms.
- Organizational skills and attention to detail.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- English must be spoken and read to perform most functions of this position.
- The noise level in the work environment is usually moderate, but may be high in some instances.
- In an 8-hour workday employee may engage in activities that may include, but are not limited to: standing, sitting, walking, driving, bending, twisting and lifting.
- Performs job safely and in compliance with the Park District's policies and procedures, work rules and safety rules.
- Physical requirements include: good speaking, hearing and vision ability, good manual dexterity, ability to lift and carry up to 25 pounds occasionally.

This job description is intended to describe the general nature and level of the work being performed by the person in this position. Principal duties and responsibilities are intended to describe those functions that are essential to the performance of this job, and "other" duties and responsibilities include those that are considered incidental or secondary to the overall purpose of this job. All requirements are subject to possible modification in order to reasonably accommodate individuals with disabilities.

How to apply:

INTERESTED AND QUALIFIED APPLICANTS MUST SUBMIT:

- Resume
- Westmont Park District **online application**

To: Lwyss@westmontparks.org

The Westmont Park District is an Equal Opportunity and Reasonable Accommodation Employer. This job description is intended to describe the general nature and level of the work being performed by the person in this position. Principal duties and responsibilities are intended to describe those functions that are essential to the performance of this job, and "other" duties and responsibilities include those that are considered incidental or secondary to the overall purpose of this job. All requirements are subject to possible modification in order to reasonably accommodate individuals with disabilities.