



Guest Services Coordinator

Fox Valley Park District

Contact Name: Lynn Piotrowski

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Contact Phone: 630-859-8606

Closing Date:

Salary: \$51,450 - \$63,284 annually - depending on qualifications

Description:

The Fox Valley Park District is a dynamic and growing park district that serves a diverse population of more than 236,000 people. Recognized as an Illinois Distinguished Agency, Fox Valley holds the nation's highest honor as a National Gold medal Award winner for excellence in park and recreation management. Serving the communities of Aurora, Montgomery, and North Aurora, the District maintains 171 parks and 48 miles of inter-connected regional trails amid 2,500 acres of parkland. connected by the Fox River, our communities are tied together with the District's commitment to promote vibrant, healthy lifestyles through fun and safe recreation opportunities that are environmentally and fiscally responsible. The Fox Valley Park District....Where Fun Begins!

JOB SUMMARY

Under the direction and supervision of the Facility Manager, the Guest Services Coordinator is responsible for the administration and operations of the front desk for the hiring, supervision, training, scheduling, and evaluating of guest services and fitness desk personnel. Other responsibilities include maintaining quality customer service, overseeing the cash handling process, ensuring confidentiality of information, maintaining comprehensive rental agreements and records, overseeing membership accounting when applicable, and gaining a comprehensive understanding of the RecTrac recreation software. Additional duties include researching and making recommendations for the purchase of office equipment, ordering office equipment and supplies, and compiling registration research and reports. Will work closely with the Facility Manager to evaluate and assign staff to meet the clerical needs of the recreation supervisory staff and program offerings. Perform other duties as assigned by the Facility Manager. Directly supervises the full-time Guest Services Representative and PT guest service staff. This is an at-will position.

EDUCATION, EXPERIENCE AND TRAINING

High school diploma or GED required with some college coursework preferred. Three to five years administrative office experience required with prior supervisory experience preferred. Strong supervisory skills with excellent customer service, communication and problem-solving skills is essential. Comprehensive computer/systems knowledge in Word, Excel, and Outlook with the ability to learn additional applications. Familiarity with database management, RecTrac Recreation software and Publisher strongly desired. Previous cash handling experience required with basic accounting

skills preferred. Excellent organizational and time management skills with attention to detail and ability to multi-task is essential. Must present a professional appearance and maintain integrity of confidential information. Must have a valid IL driver's license and provide own transportation.

Interested applicants should apply online at: <https://www.foxvalleyparkdistrict.org/about-us/employment/>