Guest Services Specialist

Arlington Heights Park District

Contact Name: Stephenie Gualano
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Closing Date:
Salary: $52,414 - $58,238 DOQ.

Description:
Are you a people-person who thrives in a customer-focused environment? Join our team as the welcoming face of our Administration Center! In this role, you'll be the go-to expert for guests—greeting visitors with a smile, helping them navigate programs and memberships, and ensuring every interaction is a positive one. From managing registrations and payment plans to troubleshooting questions and keeping our systems running smoothly, no two days are the same. You'll also play a key role in training staff, coordinating seasonal registration efforts, and partnering with teams across the district to deliver exceptional service to our community. If you're organized, tech-savvy, and passionate about helping others while keeping things running seamlessly behind the scenes, this is your chance to make an impact where it matters most—creating great experiences for every guest, every day!
A typical schedule is Monday - Friday 8:00am - 4:30pm.
The salary range for this position is $52,414 - $72,797, with a hiring range of $52,414 - $58,238 DOQ.
https://www.ahpd.org/wp-content/uploads/2026/04/Guest-Services-Specialist-Admin.pdf

JOB SPECIFIC INFORMATION:

- Serves as the first point of contact at the Administration Center front desk, greeting visitors, providing general information, and directing individuals to the appropriate department or staff member
- Maintains a positive image and relationship with Park District patrons and visitors, and assists them in resolving their concerns and issues
- Processes registrations, memberships, class transfers, refunds and completes other registration related tasks
- Maintains and administers the ACTIVENet software system including ensuring that data within ACTIVENet membership packages are current based on yearly fee changes and builds new membership packages as needed
- Monitors support staff's phone calls and in-person interactions with customers to ensure the provision of high-quality customer service and provides onboarding and continuous training for guest services staff

- Coordinates Guest Services meeting for each seasonal registration in coordination with the Customer Care Supervisor with input from the District’s leadership team
- Troubleshoots patron concerns regarding program registration, payment plans, refunds and profiles
- Serves as subject matter expert and troubleshoots ACTIVENet issues with support, staff and patrons
- Processes refund requests on a daily basis
- Manages various payment plans throughout the district
- Coordinates Financial Assistance program with the Village of Arlington Heights including communications with recipients and staff, monthly reporting, and billing
- Works with Recreation Programs Superintendent, Facility Superintendent and Marketing Department in preparation for seasonal registration days
- Maintains street guide and GIS for ACTIVENet
- Attends work on a regular basis
- Performs the job safely and in compliance with District policies, procedures, work and safety rules, and the employee handbook
- Maintains a clean and organized work environment
- Additional functions as assigned, which may be considered essential

SKILLS AND QUALIFICATIONS:

- High School diploma or equivalent (GED). Prefer an individual with an Associate Degree or Bachelor's degree in Business Administration, Operations Management, or similar.
- Must have three to five years of full-time customer service experience. Must have a thorough knowledge of the District's ACTIVENet registration software. Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) required
- At least two years experience training and orientating staff on systems and processes
- At least two years experience working with Supervisors, Superintendents, and Directors regarding program registrations and memberships
- Must be able to obtain and keep current CPR and AED certification within six months of hire

Apply here - https://ahpd.bamboohr.com/careers/251