



Customer Service Coordinator

Palatine Park District

Contact Name: Dayell Houzenga

Contact E-mail: dhouzenga@palatineparks.org

Contact Phone: 847-496-6262

Closing Date:

Salary: \$60,500-\$65,000

Description:

At Palatine Park District, we're more than parks and programs. We're a community built on connection, creativity, and care. From energizing recreation to memorable experiences in our beautiful spaces, we live the Park and Rec Life every day. Joining our team means stepping into something bigger than a job. It's about making a difference, growing through meaningful work, and forming friendships that last. Here, you don't just work, you thrive.

What You'll Do

Join our team at Palatine Park District, where you'll be at the heart of our community! As the first point of contact for patrons, you'll be the friendly face who helps answer their questions and guide them through their experiences with us. Other responsibilities include:

- Provide welcoming, professional customer service to all guests and patrons
- Process program registrations, renewals, transfers, and cancellations using recreation management software.
- Accurately process payments, refunds, credits, and daily cash drawer reconciliation
- Uphold district policies related to residency, eligibility, financial assistance, ADA accommodations, and safety
- Monitor program capacities, waitlists, and registration deadlines
- Assist during peak seasons, special events, and highvolume registration periods

If you have a passion for community engagement and love helping people, we have a perfect opportunity waiting for you! Come make a difference with us!

What We're Looking For:

- Bachelor's Degree or equivalent experience preferred
- Strong customer service and communication skills, both verbally and in writing, One (1) to three (3) year experience preferred.
- Ability to handle highvolume, fastpaced service environments.
- Experience with recreation registration software (ActiveNet, RecTrac, CivicRec, or similar) preferred.
- Accurate data entry skills and strong attention to detail and basic math skills

- Attain (within six (6) months of employment) and maintain valid Adult & Child CPR/AED/First Aid certification.
- Experience with supervision of part time staff
- Valid state of Illinois Class "D" driver's license.

Why You Should Join Us:

Palatine Park District offers a competitive salary and benefits package, including:

- Health/Dental/Vision insurance for individual and family
- Paid life insurance
- A retirement plan with the Illinois Municipal Retirement Fund (IMRF)
- Paid vacation, personal days, holidays and sick time
- Unlimited in-house complimentary programs
- Seasonal pool passes for indoor and outdoor pools (individual and family)
- Fitness Center membership (individual and family)
- Discount at Palatine Hills Golf Course

If you are ready to take the next step in your career, come join us and Live the Parks & Rec Life!

Please apply via our website <https://www.palatineparks.org/>