



Customer Service Coordinator

Berwyn Park District

Contact Name: Mary Swade

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Closing Date:

Salary: 20.00/hr to 22.00/hr.

Description:

SUMMARY:

The Customer Service Coordinator serves as the first point of contact for patrons at the Proksa Park Activity Center, providing friendly, professional, and responsive customer service at all times. This position requires a thorough working knowledge of the district's programs, facilities, policies, and procedures, as well as the ability to direct patrons to appropriate staff when necessary. The coordinator is responsible for promptly responding to patron inquiries by phone and email, providing accurate information regarding programs, camps, rentals, events, and general Park District services.

This position is responsible for overseeing and processing camp registrations and payments, program payments, and facility rentals, including preparing rental agreements, submitting invoices for payment, and ensuring accurate billing and documentation. The Customer Service Coordinator reconciles receipts, verifies financial records for accuracy, and prepares financial documentation and reports as needed.

The Coordinator manages inventory and orders office supplies to support daily operations. This role also assists in the development and production of seasonal brochures, including coordinating content, updates, and distribution. The Customer Service Coordinator is also responsible for assisting with the setup and breakdown before and after rentals, programs, and special events, ensuring spaces are clean, organized, and ready for use.

This is a full-time, at-will hourly position, scheduled to work between 33 and 40 hours per week. The schedule consists primarily of daytime hours; however, evening hours may be required based on program schedules, rentals, special events, or operational needs.

The work pace varies depending on assigned tasks and seasonal programming demands. This position is primarily sedentary but requires the ability to lift up to 30 pounds. Full-time employees are eligible for benefits in accordance with Park District policy.

Qualifications:

- Minimum of three (3) years of experience in a customer service-related position
- Proficiency in Microsoft Office programs
- Experience with Vermont Systems, Inc. (VSI) RecTrac 3.1 preferred
- High school diploma or equivalent required
- Strong communication, problem-solving, and conflict resolution skills
- Ability to pass a criminal background check

Immediate Supervisor:

The Customer Service Coordinator reports directly to the Recreation Manager.

Essential Functions:

- Present a positive attitude and promote a favorable image of the Berwyn Park District at all times.
- Accurately process program registrations, refunds, installment billing, and cancellations using RecTrac under supervisor direction.
- Submit invoices for payment and ensure proper documentation and approvals are completed.
- Reconcile receipts and maintain accurate financial records; assist in preparing financial reports as needed.
- Responsibly and accurately handle cash, check, and credit card payments; maintain a balanced cash drawer and complete balanced deposits.
- Coordinate facility rentals, including preparing agreements, confirming details, and ensuring accurate billing.
- Complete building opening and closing procedures.
- Assist in contacting participants regarding program changes, updates, or cancellations.
- Maintain thorough knowledge of all current programs, facilities, and promotional events, including those not yet published in brochures.
- Assist in the coordination and production of seasonal brochures and promotional materials.
- Make follow-up calls to participants regarding upcoming programs.
- Manage inventory and order office supplies as needed.
- Maintain organized paper and electronic filing systems for accurate recordkeeping.
- Provide high-level administrative support, including scheduling, correspondence, and general office coordination.
- Attend required staff meetings and trainings.
- Perform additional duties as assigned.

Marginal Functions:

- Maintain awareness of the work environment, ensuring cleanliness and organization.
- Assist with setup and breakdown for meetings, programs, and events as needed.
- Maintain basic knowledge of all facilities, parks, programs, and special events, or know how to obtain the information.

Desired Knowledge, Skills, and Traits:

- Strong interpersonal communication skills with patrons, staff, supervisors, and District employees.
- Ability to work effectively with diverse personalities.
- Proficiency in Microsoft Office programs.
- Knowledge of RecTrac Registration System preferred.
- Ability to obtain CPR/AED and First Aid certifications.
- Commitment to providing exceptional customer service.

Psychological Considerations:

This position may experience increased pressure due to high call volumes, walk-in inquiries, emails, and questions regarding programs, special events, and general Park District information. The Customer Service Coordinator must remain calm, professional, and solution-oriented at all times.

Physiological Considerations:

The Customer Service Coordinator must be able to bend, stoop, lift up to 30 pounds, turn, sit, and stand for short or extended periods.

Environmental Considerations:

While most duties are performed indoors, the Coordinator may be exposed to outdoor elements when assisting with events. Outdoor conditions may include varying lighting and extreme temperatures.

Cognitive Considerations:

The Customer Service Coordinator must demonstrate strong problem-solving skills and sound judgment consistent with the mission of the Park District. The position requires compliance with all loss prevention and safety policies and a working knowledge of Park District forms (e.g., Citizen Complaint/Concern Forms) and PDRMA forms, ensuring accurate and timely completion as required.