



Registrar - Full Time - Jewett Park Community Center

Deerfield Park District

Contact Name: Tracy McCoy

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Contact Phone: 847-572-2617

Closing Date:

Salary: Full-Time, Non-Exempt Position. Pay Range: \$22 – \$28 per hour +/- DOQ.

Description:

Who we are?

The Deerfield Park District was formed in 1951 with a mission to provide outstanding parks, services, facilities, and recreation programs that enrich lives, promote healthy living, and provide memorable experiences. The Park District has over 25 parks and facilities including the Deerfield Golf Club, Sachs Recreation Center, Patty Turner Center, Jewett Park Community Center, Mitchell Pool and Deerspring Pool. The Park District employs an average of 300 staff with over 500 seasonally. The district maintains a modern, well-designed environment and is an IAPD/IPRA Illinois Distinguished Accredited Agency and a two-time National Gold Medal Finalist in 2021 and 2022. For additional information visit us at www.deerfieldparks.org.

What is the Opportunity?

The Registrar, reporting to the Customer Service & Facility Operations Supervisor, is the friendly first point of contact for park patrons and visitors at the Jewett Park Community Center registration office and over the phone. This role handles a wide range of office functions (program registration, cashiering, refunds and transfers, and day-to-day customer support) that keep our recreation programs running smoothly. This is a great opportunity for a service-minded professional to play a key part in the patron experience, master our registration systems, and support the programs and events that bring our community together.

Key Responsibilities

- Greet facility visitors and register patrons for recreation programs, season passes, and activities; act as cashier by computing and collecting fees and ensuring timely bank deposits.
- Answer and route telephone calls, operate the facility paging and voicemail system, and monitor the registration office email, processing refunds, transfers, and enrollment from waitlists.
- Navigate, explain, and troubleshoot the registration website for customers, and input program information into RecTrac registration software as needed.
- Set up and monitor participant payment plans for compliance, prepare and organize registration materials, and manage registration office projects to timely completion.
- Take photos for pool, golf, and employee passes; process park permits; perform ticket sales for affiliate organizations; and direct patrons to classrooms and scheduled events.

- Operate and help maintain office equipment (computers, copiers, laminators, binding machines), keep the registration area tidy and stocked, and assist patrons and children with minor first aid (bandages, ice packs) during programs when needed.

Qualifications

- Associate degree or equivalent college coursework in business administration, recreation, or a related field is preferred.
- A minimum of three years of progressively responsible registration or customer service experience.
- Previous experience with registration operations in a park district, recreation agency, or similar organization is strongly preferred.
- Previous experience with recreation registration software, preferably RecTrac, is highly desirable.
- Knowledge of the Microsoft Office suite, including Word.
- Able to work in a high-energy environment that can be loud and fast-paced, with children present and moving through the space, as well as quieter, slower periods.
- Skilled at interacting with patrons, helping them register and answering questions, with the ability to make quick decisions and learn quickly.
- Willing to open and close the building independently when needed.
- Safety-minded, using good judgment and awareness, following Park District policies, and reporting potentially unsafe conditions.
- Excellent follow-up skills, with the ability to follow up with patrons as needed.
- Bilingual a plus.

Scheduling, pay and benefits

Full-Time, Non-Exempt Position. Pay Range: \$22 – \$28 per hour +/- DOQ.

Hours: Monday – Friday, 8:30 a.m. to 5:00 p.m.

Please apply <https://www.deerfieldparks.org/279/Apply-For-a-Job> or Apply For a Job