



Customer Service Specialist

Naperville Park District

Contact Name:
Contact E-mail:
Contact Phone:
Closing Date:
Salary: \$22.75

Description:
Schedule:
Tuesday-Friday 1:00pm - 9:00pm, Saturday 11:00am-7:00pm

Start Date:
Immediate

Job Type:
Full time

Benefits:
Health Insurance, Dental, Insurance, Vision, IMRF, Sick time, Personal time, Vacation time

Free Fitness Center membership, free Centennial Beach membership, discount on golf rounds at Springbrook & Naperbrook Golf Course. Free or reduced rate on programs. Referral bonus.

Overview:
Under the direct supervision of the Customer Service Manager, the Customer Service Specialist provides and models excellent customer service standards as well as performs a variety of technical, clerical, administrative, and customer service functions relating to program registration, membership sales, facility rentals, program communication, and facility service-desk duties.

Essential Duties and Responsibilities:

1. Serve as point of contact in absence of the Customer Service Manager.
2. Provide feedback regarding the performance of Customer Service Associate I and Customer Service Associate II staff to the manager.
3. Identify, coordinate and provide ongoing staff training and development opportunities with the Customer Service Manager for Customer Service Associate I and Customer Service Associate II staff.

4. When at the customer service desk at all locations, cultivate and maintain a culture that emphasizes customer service excellence.
5. Assist customers on the phone, in person, and in written form with all processes and questions providing an exceptional customer service experience and promoting Park District services and facilities.
6. Assist customers with and complete all necessary phases of activity registration, facility booking, membership sales and point of sale transactions.
7. Respond to internal customer inquiries and requests for information. Maintain open communication with all District staff members.
8. Successfully balance receipts, reconcile transactions and prepare daily bank deposits.
9. Inform participants of waitlist availability, class cancellations or changes via phone and email.
10. Assist customers with facility rentals and process application permits according to District, department and General Use Ordinance procedures.
11. Coordinate and administer the rental program, open gym program and memberships.
12. Assist with administering the fee assistance program, monitoring email, Community Event Sign scheduling, inclusion aide requests, customer surveys and special events.
13. Ensure confidential use of customer information, including credit card transactions and household account information.
14. Develop and demonstrate expertise with all software packages, processes and procedures necessary for daily department operations. Successfully operate multiple computer software packages simultaneously in order to assist customers.
15. Comply with District financial policies. Monitor and report office supply needs with the Customer Service Manager.
16. Establish and maintain a positive working relationship with residents, customers, vendors, community partners and co-workers.
17. Act as a resource agent for community by taking initiative to seek and share information.
18. Follow and model compliance with all District, State, Federal and departmental safety and risk management, personnel, administrative policies and procedures, ordinances and regulations.
19. Maintain a proactive approach to safety and risk management. Report all accidents, incidents and unsafe conditions in a timely manner.

Other Duties and Responsibilities:

- Assist with scheduling staff to ensure an adequate level of departmental coverage.
- Assist with screening, interviewing and selecting staff as well as developing the orientation process, training materials and evaluation criteria.
- Assist in developing, communicating, and maintaining customer service standards.
- Assist in the development and implementation of department processes and procedures. Identify opportunities to improve operational efficiencies and formulate recommendations to improve services and department effectiveness.
- Assist with the supervision of the Fort Hill Activity Center operations while scheduled at the facility.
- Respond to all customer comments and inquiries in a timely fashion.
- Respond appropriately to safety and emergency situations.
- Formulate and recommend policies and programs that guide the district in maintaining and improving its image, competitive position, service levels and profitability.

Knowledge, Skills, and Abilities:

- Excellent verbal and written communication skills.
- Strong problem-solving and critical thinking skills.
- Extensive customer service and public relations skills.

- Knowledge of training development and delivery methods.
- Ability to professionally attend to the needs of customers. Address complaints and problem solve as needed.
- Capacity to make decisions objectively based on customer service and fiscal constraint.
- Handle confidential situations in a professional manner.
- Ability to work with a diverse population and large spectrum of demographics.
- Ability to organize, gather and retain a large volume of information for use in assisting internal and external customers.
- Acquire excellent knowledge of all internal departments.
- Attention to detail and accuracy.
- Display initiative and independent thinking skills.
- Strong computer skills - data entry, Microsoft Office (Word and Excel), registration software and Internet.
- Ability to multi-task and be an effective team member in a fast-paced environment.

Education and Experience:

- High school diploma. Some advanced education preferred. Minimum two (2) years customer service experience in recreation, hospitality, or related field.
- Experience with operating point of sale transactions.
- Previous experience with recreation registration software preferred.
- Valid Driver's license and the ability to arrive to work at any customer service desk in multiple facilities on time and to change facilities throughout the day on occasion.
- Must attend all required park district trainings and understand the concepts presented as they apply to the responsibilities of the position.

Special Considerations:

- Subject to a flexible schedule including evenings and weekends.
- Subject to work at and travel to any of the park district customer service locations.
- Subject to inside environmental conditions.
- Sustained posture in a seated or standing position for prolonged periods of time.
- Continuous exposure to computer screens.
- Frequent operation of various office equipment.
- Occasionally lift, carry and move light weight objects (up to 20 lbs.).
- Face to face interactions with internal and external customers and co-workers are essential for this position. It is expected that this position report to their workspace/office as scheduled. Exceptions may be made on a case by case basis for this position to work remotely for a short period of time on a temporary basis.