



Flagg Rochelle

COMMUNITY PARK DISTRICT

CUSTOMER SERVICE REPRESENTATIVE

QUALIFICATIONS:

Graduate from High School; experience/training in computers required Excel, Word and Outlook.

ESSENTIAL FUNCTIONS:

- Quality customer service!
- Knowledgeable about all aspects of the mission and services of the Flagg-Rochelle Park District
- Maintains/Manages payment and key pick-up and drop-off for rentals of facilities
- In charge of taking in payments, registrations and creating new households account through Rec Trac
- Process daily deposit forms
- Maintain file system for check copies.
- Prepare and send credit applications for new accounts, send tax exemption requests.
- Answer telephones; registers people for activities and programs.
- Monitors cleanliness of workspace and facility.
- Works to find ways to improve office procedures and efficiency.
- Maintains filing systems.
- Performs other duties as assigned by the Supervisor.

OTHERS:

- The District encourages its employees to “take ownership” of the District. As such, it is the responsibility of all Park District employees to pick up litter throughout the building, grounds and facilities of the District.
- All staff is expected to help with the successful implementation of programs, parks and services across program areas and between departments.

SAFETY:

All employees are responsible for implementing the policies and procedures that pertain to safety and health.

PSYCHOLOGICAL CONSIDERATIONS:

Should have ability to deal with other people in stressful situations; customer service.

PHYSIOLOGICAL CONSIDERATIONS:

Should be able to sit at least 80% of the day.

COGNITIVE CONSIDERATIONS:

Should exhibit good communication and problem-solving abilities and good judgment in keeping with the Park District mission. Should be able to follow directions from supervisor and co-workers.

HOURS & WAGE RANGE:

\$9.25-\$10/hour

Work week is Monday – Friday 8:30-5:00 pm; 15+ hours (afternoon preferred)