

Department: Administration/Recreation
Reports To: Director of Recreation
Classification: Part Time, Non-Exempt, At-Will

Summary

Customer Service Representatives are responsible for acting as a liaison between customers and the Park District. Assists with complaints, orders, errors, account questions, billing, cancelations, and other queries. Must be able to work nights and/or weekends as the needs of the District require.

Reports to and works under the immediate supervision of the Director of Recreation.

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.

Marginal Functions

- Performs other duties as assigned by supervisor.
- 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.
- Staff is expected to help with the successful implementation of programs, parks and services across program areas and between departments.

Safety

- All Employees will be 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.

The Flagg-Rochelle Community Park District is an Equal Opportunity Employer.



Flagg-Rochelle Community Park District

Job Description: Customer Service Representative

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

This position is a part-time position and shall be paid every two weeks with no benefits. The starting hourly wage is minimum wage and the work hours are varied/flexible, but do require evening and weekend availability.

To Apply

Please send resume to:

Flagg-Rochelle Community Park District

Attn: Maureen Stevens

802 Jones Road

Rochelle, IL 61068

mstevens@rochelleparkdistrict.org

The Flagg-Rochelle Community Park District is an Equal Opportunity Employer.

Phone: (815) 562-7813
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