

LINDENHURST PARK DISTRICT
JOB DESCRIPTION

Job Title: Guest Services Manager
Classification: Permanent Part Time, Hourly
Salary Range: \$14.00-\$18.00 per hour
Department: Recreation



JOB SUMMARY

Under the supervision of the Superintendent of Recreation and Risk Management, employee is directly responsible for the management of the front office including customer service, program registration, indoor and outdoor rentals, facility scheduling, customer inquiries, and general district information. Work pace is moderate to busy depending on volume of customers during peak times of business hours.

JOB DUTIES

- Provide exceptional customer service to all District patrons, internal and external customers.
- Open and close front desk area daily, following proper cash handling and security procedures.
- Answer all telephone calls, directing callers to the appropriate staff person if unable to provide requested information.
- Respond to all emails within 24 hours of receipt.
- Manage and be the point position for all aspects of the district's registration process including:
 - Creation and management of patron households
 - Billing/payments/registration/household balances etc.
 - Customer assistance with online registration process
 - Assist managers and coordinators with activity creation and management as needed
- Coordinate all aspects of district's indoor and outdoor rental program including:
 - Applications, deposits, payments, confirmations
 - Equipment/supply/key distribution
 - Communication to additional staff involved
- Create, maintain and distribute a master district facility calendar.
- Work with Superintendent of Recreation and Risk Management to manage district scholarship program and any special customer financial situations.
- Prepare goals annually and work to achieve these goals.
- Maintain a neat, orderly and organized work space for self and team in the front desk area.
- Assist other team members with participating in and preparing for Special Events as needed.
- Copying, distribution of information or materials, and scheduling facilities as needed.
- Performs other duties as required or assigned which are reasonably within the scope of the aforementioned.

JOB QUALIFICATIONS

Ability to provide exceptional customer service to all patrons. Thorough knowledge of the district's registration software. Proficiency with Microsoft Office software. Knowledge of general record keeping and filing systems. Knowledge of basic mathematics.

Ability to be creative, innovative, resourceful, patient and an independent self-starter.

Knowledge of Park District's properties and facilities.

SAFETY & LOSS CONTROL

Obey and enforce safety rules and procedures as listed in the Safety Manual for Staff and Volunteers Loss Prevention Program, and with applicable sections of the Personnel Policy Manual(s).

Ensure that all personnel and volunteers receive instruction and understand the safe use of equipment and materials specific to each job/task they may undertake. Current first-aid and CPR certificate or ability to certify upon hire is required. Should be familiar with the use of current safety precautions used in recreation and park settings. Ensure availability of appropriate personal protective equipment and first-aid kits. Set a good example by properly wearing/using the equipment. Continually observe and evaluate work conditions and practices. Correct unsafe conditions and practices immediately upon discovery.

Report all incidents, accidents, and injuries promptly. Comply with all reporting requirements and follow-up investigating procedures to remedy unsafe conditions.

EMPLOYMENT STANDARDS

Academic Preparation—High school diploma required and college course prep preferred.

Training, Experience and Desirable Attributes - A minimum two (2) years of front-line customer service experience preferred. Position requires training and experience in uses of office equipment, computers, and word processing. Requires ability to work independently and efficiently, with attention to details. Must be a friendly, outgoing, people-person who will engage customers and staff in a caring manner on a daily basis.

Requires ability to communicate effectively both orally and in writing.

Lindenhurst Park District will conduct a criminal background check on all applicants for this position. Applicants may be required to submit fingerprints and/or other identification information in order to facilitate such an investigation. Lindenhurst Park District reserves the right to make any and all inquiries into an applicant's employment and driving record. It will request the applicant's driving record abstract from the Secretary of State. The applicant must submit all necessary information, including the applicant's full name and driver's license number so Lindenhurst Park District can obtain the abstract.

Employees are required to furnish proof of citizenship or right to work by completing the federal Form I-9 and proving the appropriate supporting documentation within the first three days of employment. Employees may also be required to furnish the Lindenhurst Park District with a certified proof of date of birth at the time of hire.

The Guest Services Manager may terminate employment with the Lindenhurst Park District at any time and the Park District reserves the similar right.

Medical Examinations

The Lindenhurst Park District is concerned for the health and safety of its employees, as well as the people who use Park District parks and facilities and participate in Park District programs. Therefore, all applications for full-time employment will be required to undergo a medical examination. Employment shall be conditioned on the results of such examination. The medical examination will be performed by a physician of the Park District's choice and at the Park District's expense. This medical examination is necessary to determine if the employee can perform the essential functions of the job offered with or without reasonable accommodations. The Park District may also require drug and/or alcohol testing, after an offer of employment has been made but prior to starting employment.

You must consent to the disclosure of the physician’s findings, conclusions and opinions to the Park District. If you do not, the Park District’s offer of employment may be withdrawn. Your medical records will be maintained in a separate file.

Information contained in your medical file will not be released or disclosed without your written consent, except to persons with a lawful right or need to know.

Any employee may be required to undergo subsequent medical examinations when such an examination is job related and consistent with business necessity. Such examinations will be conducted under the same procedures and guidelines as outlined above for pre-employment medical examinations.

PSYCHOLOGICAL CONSIDERATIONS

This position must resolve differences and problems that arise with citizens, participants, personnel, and volunteers. This position may also have to work under stressful situations when first-aid or CPR are required.

PHYSICAL CONSIDERATIONS

Sitting – frequently	Walking – occasionally	Strength – Up to 25lbs; up to 50lbs with assistance
Climbing – occasionally	Balancing – occasionally	Stooping – occasionally
Kneeling – occasionally	Crouching – occasionally	Crawling – occasionally
Reaching – frequently	Handling – frequently	Feeling – occasionally

PHYSIOLOGICAL CONSIDERATIONS

Will need to respond quickly and accurately.

COGNITIVE CONSIDERATIONS

Employee must be able to follow directions and perform work activities as described. Must be able to read and understand written materials and manuals and follow rules and verbal instructions. Must possess good safety awareness and judgment.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

It is the policy of the Lindenhurst Park District, in accordance with State and Federal law to provide equal employment opportunities to all qualified persons. All personnel policies and decisions pertaining to hire, promotion, transfer, layoff, rates of pay, discipline, discharge and other terms and conditions of employment are made and executed without regard to race, color, religion, sex, national origin, citizenship status, ancestry, age, marital status, military status, physical or mental disability unrelated to a person's ability to perform the essential functions of his/her job, association with a person with a disability or unfavorable discharge from military service.

I UNDERSTAND AND WILL COMPLY WITH ALL AREAS WITHIN THIS POSITION DESCRIPTION AND ANY AND ALL OTHER PARK DISTRICT POLICIES, RULES AND GUIDELINES AS PROMULGATED PERIODICALLY.

Signature of Employee

Date

(Please Print Full Name of Employee)