

# CRETE PARK DISTRICT

**POSITION:** Guest Services; Administrative

**CLASSIFICATION:** PART-TIME

**DEPARTMENT:** RECREATION

**SUPERVISOR:** SUPERINTENDENT OF RECREATION

## **SUMMARY:**

Serve as the customer representative by assisting guests with registrations, questions, rentals and various needs. Assist department heads by handling office tasks, providing polite and professional assistance via phone, mail and e-mail, and generally being a helpful and positive presence in the workplace.

## **QUALIFICATIONS:**

1. High School diploma or equivalent; college degree preferred.
2. Proficient in MS Office
3. Proven Administration or assistant experience
4. Knowledge of office management systems and procedures
5. Excellent time management skills and ability to multi-task and prioritize work.
6. Attention to detail and problem-solving skills.
7. Strong organizational and planning skills
8. Provide satisfactory personal references
9. 3 years' experience in the field or related field
10. Be available to pass a standard drug test and background check

## **ESSENTIAL FUNCTIONS:**

1. Answer and direct phone calls.
2. Provide general support to visitors.
3. Assist guests with registration of programs, rentals, etc. through the registration system.
4. Anticipate the needs of others in order to ensure their seamless and positive experience.
5. Receive, sort, and distribute the mail.
6. Develop and update administrative systems to make them more efficient.
7. Assist in the preparation of regularly scheduled reports.
8. Contribute to team efforts by collaborating effectively with others.
9. Provide polite and professional communication.
10. Handle sensitive information in a confidential manner.
11. Ability to understand work from both written and oral instructions.

**PSYCHOLOGICAL CONSIDERATIONS:** This is a highly visible position a high degree of public interaction. Possible stress due to district timelines, working closely with co-workers and patrons, and performing independently without supervision.

**PHYSIOLOGICAL CONSIDERATIONS:** Periods of standing, walking, stooping, bending, sitting, reaching and moderate lifting up to 15 pounds.

**ENVIRONMENTAL CONSIDERATIONS:** Will mostly be exposed to indoor conditions, including various lighting. There will also be exposure to chemicals and cleaning supplies.

**COGNITIVE CONSIDERATIONS:** Must exhibit problem solving ability and good judgment including safety awareness.

**HOURS AND COMPENSATION:** This is a part-time position with expectation of 20 hours per week. Hours will vary. Compensation will be established at the time of hire and increases will be based on the evaluation and recommendation of the Superintendent of Recreation with the approval of the Executive Director.

Hours:           Hours will vary between the hours of 8:30 AM – 5 PM Monday – Friday.