

COMMUNITY PARK DISTRICT OF LA GRANGE PARK-JOB DESCRIPTION

Job Title: Fitness Registration Clerk
Classification: Part-time, Non-Exempt, Class II
Department: Recreation – Fitness
Salary: \$16/hr

SUMMARY

The registration clerk assists with front desk, customer service, communications and program registration operations at Community Park Fitness.

QUALIFICATIONS

A high school degree and knowledge of Microsoft Office Suite with proficiencies in Word and Excel is required. Knowledge of Community Pass or equivalent recreation registration software is preferred. Excellent multi-tasking, communication, and customer service skills are critical. Additionally, candidates must obtain CPR and AED certification within six months of being hired; this training will be provided by the district.

SUPERVISOR

This position reports to the Fitness Manager

ESSENTIAL FUNCTIONS

- Perform all front office operations in a professional manner.
- Assist with the on-hold and phone messaging system.
- Greet and process customer requests
- Answer/screen phone calls
- Perform the following functions in Community Pass: registration, refunds, program entry/management, e-messaging rosters/attendance sheets, daily balancing, and pass registration. Must also stay current on Community Pass updates.
- Follow proper cash handling procedures and policies.
- Light typing, mailing, and filing.
- Proofreading the brochure
- Administrative functions relating to veterans, bench, and tree memorials
- Other duties as assigned.
- Perform the job in a safe manner and in compliance with the District policies, procedures, work and safety rules and the employee handbook.

SECONDARY FUNCTIONS

- Review website for accurate information.
- Assist with special events as needed.
- Assist other staff members as needed.
- Review website as needed.

PHYSICAL DEMANDS, ENVIRONMENTAL REQUIREMENTS AND PROTECTIVE GEAR/CLOTHING

- General work area is indoors, in smoke-free environment, with controlled temperatures and fluorescent lighting.

- Perform tasks that require walking, bending, stooping, standing, kneeling, climbing, and reaching and sitting.
- Performs lifting tasks up to 25 pounds.

REQUIRED COMPETENCIES

- Ability to maintain positive and effective working relationships with fellow workers, patrons, and the general public.
- Aptitude to use a computer for e-mail, reports processing, and business operations.
- Excellent customer service skills.
- Ability to communicate effectively.
- Ability to multi-task.
- Capacity to utilize effective time management skills to complete assigned work.
- Capacity to solve problems and make project-related decisions.
- Ability to perform the job safely

REQUIRED KNOWLEDGE

- Ability to utilize computers with proficiencies in word processing and spreadsheet applications.
- Ability to utilize Community Pass.

HOURS

Variable Schedule, up to 19 hours a week

Monday-Friday Shift 1: 5:00am-11:00am

Monday-Friday Shift 2: 11:00am-5:00pm

Monday-Friday Shift 3: 5pm-9:00pm

Sat/Sun Shift 1: 6:45am – 12:00pm

Sat/Sun Shift 2: 11:45am – 5:00pm

Up to a maximum of 19 hours per week.

