

COMMUNITY PARK DISTRICT OF LA GRANGE PARK – JOB DESCRIPTION

Job Title: Customer Service Associate - Recreation Services (PM)

Classification: Part-Time, Non-Exempt, Class II

Department: Recreation

Salary: \$17.00–19.00/hour

SUMMARY

The Customer Service Associate - Recreation Services serves as the first point of contact for patrons and plays a key role in delivering a high-quality, consistent customer experience. This position is responsible for front desk operations, program registration, facility communication, and supporting daily Recreation Center operations.

QUALIFICATIONS

- High school diploma required
- Proficiency in Microsoft Office (Word, Excel) required
- Experience with Community Pass or similar recreation software preferred
- Strong customer service, communication, and problem-solving skills
- Ability to multi-task in a fast-paced environment
- First Aid/CPR certification required or ability to obtain within three months

SUPERVISOR

This position reports to the Manager of Marketing & Special Events

ESSENTIAL FUNCTIONS

Customer Service & Front Desk Operations

- Provide a welcoming, professional, and helpful experience for all patrons
- Greet, assist, and respond to customer inquiries in person and over the phone
- Answer and direct phone calls; assist with on-hold messaging system
- Resolve customer concerns and escalate issues as appropriate
- Maintain a clean, organized, and efficient front desk area

Program Registration & System Management

- Process registrations, refunds, transfers, and account updates in Community Pass
- Maintain accurate program records, rosters, and attendance sheets
- Assist with daily balancing and cash handling procedures
- Stay current on Community Pass updates and system changes
- Data entry assistance

Communication & Administrative Support

- Contact participants regarding program changes, cancellations, or updates
- Assist with facility communication and general inquiries
- Perform light administrative duties including typing, mailing, and filing
- Review website and materials for accuracy as needed
- Social media assistance

Facility & Operational Support

- Assist with rental inquiries and booking processes
- Support daily Recreation Center operations and communication flow
- Assist with special events as needed
- Cross-train to support customer service operations at multiple facilities, including the Fitness Center and future expansion spaces

Safety & Compliance

- Perform all duties in accordance with Park District policies and procedures
- Maintain a safe environment for staff and patrons
- Follow all safety guidelines and report concerns as needed

SECONDARY FUNCTIONS

- Assist with proofreading program materials and brochures
- Assist other departments as needed
- Provide general operational support during high-volume times

PHYSICAL DEMANDS, ENVIRONMENTAL REQUIREMENTS AND PROTECTIVE GEAR/CLOTHING

- Work is primarily indoors in a smoke-free, climate-controlled environment
- Ability to sit, stand, walk, bend, stoop, kneel, and reach
- Ability to lift up to 25 pounds

REQUIRED COMPETENCIES

- Strong customer service and interpersonal skills
- Ability to communicate clearly and professionally
- Ability to multi-task and prioritize in a fast-paced environment
- Strong attention to detail and organizational skills
- Ability to problem-solve and make sound decisions
- Ability to work both independently and as part of a team

HOURS

This is a part-time, non-exempt position working approximately 20 hours per week.

Typical schedule: Monday - Friday, 2:00 - 6:00pm, with flexibility based on operational needs. Evening or weekend hours may be required.

This job description is intended to describe the general content of and requirement for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and additional duties may be assigned at any time.

Updated March 2026