

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: \$15-17/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
- Provide facility tours to prospective new members
- Schedule machine orientations for members
- Assist in maintaining a clean and tidy facility. Sweeping, vacuuming, mopping, dusting, emptying trash, and wiping down equipment as needed
- Shovel and salt entryway and sidewalks as needed
- 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: 4:40am-10:30am

Monday-Friday Shift 2: 10:30am-4:30pm

Monday-Friday Shift 3: 4:30pm-9:15pm

Sat/Sun Shift 1: 6:30am – 11:30pm

Sat/Sun Shift 2: 11:30am – 5:15pm

Up to a maximum of 19 hours per week.

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 February 2026

Signature

Date