

Front Desk Customer Service Associate Job Description

Functions:

This is a part-time position under direction of the Director of Finance. The CSA is responsible for a variety of duties including, but not limited to answering the telephone, greeting guests, processing registrations, and all aspects of front desk operations. This position works closely with Director of Finance, Front Desk Supervisor, fellow CSAs, Recreation Staff, and other part time staff. CSA is to provide efficient, effective and consistent operations towards registration initiatives and customer service standards.

Qualifications:

- Knowledge, skill and mental development equivalent to the completion of high school.
- Proficient computer skills and familiarity with Microsoft Office 2010.
- A positive attitude and willingness to provide exceptional customer service.
- Math skills which include ability to add, subtract and multiply 3 digit numbers and provide change, process credit card payments and verify check payments.
- Ability to handle several tasks simultaneously and prioritize these tasks in an effective manner.
- Prior experience, including typing, cash register, and customer service.
- Exceptional interpersonal skills.
- First Aid, CPR, AED Certification required, provided by Bloomingdale Park District.

Duties and Responsibilities

Essential Functions:

- Communicate with the Front Desk Supervisor on issues and activities relative to the effective and efficient operations of the front desk including registration, billing, refunds, data entry, telephones, cash register operations, and customer needs.
- Willingness to participate in and successfully complete required training to increase customer satisfaction and sales.
- Answer phones with professionalism.
- Greet and direct patrons and visitors.
- Process, receive and enter program registrations into RecTrac registration program and issue receipts.
- Keep all customer forms current and well stocked and available.
- Keep office supplies organized and in stock.
- Utilize computer system to produce necessary registration program information.
- Maintain files/records and move/rotate files on annual basis (as needed).
- Assist with park district mailings, internal work requests and general clerical duties as needed.
- Communicate with Recreation Department staff on a regular basis to ensure that program registration materials are current and available.
- Assist in facility reservations and rentals, as needed.
- Maintain a working knowledge of all general and departmental-specific safety rules. Actively support the safety program and related programs including following/enforcing safety rules, reporting accidents and injuries, and developing ideas for the prevention of future incidents.

- Clean, sanitize and disinfect consistently throughout the day per the guidance received from local public health agencies and your supervisor.

Marginal Functions:

- Attend educational workshops/seminars when necessary.
- Provide general assistance as needed, help to ensure fitness area is kept neat and clean.
- Provide assistance in fitness area if needed.
- Assist in other areas as assigned by the Front Desk Supervisor.

Work Hours and Compensation:

The position of CSA is part time and is paid every two weeks at an agreed salary. The position is classified as a non-exempt hourly employee status and will work no more than 28 hours per week. The hours worked on a daily basis may vary between the hours of 6:15am and 9:15pm. Some Saturday and Sunday hours may be part of the work week as well. The salary range for this position is \$12.00 to \$13.00 per hour, depending on experience and qualifications.

Environmental Considerations:

Performs most activities indoors. Indoor environmental conditions will include lighting and temperature.

Cognitive Considerations:

- Must be able to follow directions and perform work activities as assigned by the Front Desk Supervisor.
- Must be able to communicate effectively and be organized in thought processes and physical tasks.
- Must be able to work closely with co-workers and other employees and visitors in the office.
- Ability to apply common sense understanding to carry out written or oral instructions.
- Ability to deal with problems that arise with customers in a calm and reasonable manner.
- Must be able to present ideas and recommendations in a clear and concise manner.
- Use good judgment and possess and use effective problem solving skills.

Psychological Considerations:

- Must have the ability to handle stressful situations and deal with irate people in a professional and courteous manner.
- Must be organized and capable of handling multiple tasks daily.
- Must be able to deal with conflict and differences between customers and colleagues.

Physiological Considerations:

- Must be able to sit at a computer keyboard for long periods of time at a desk.
- Must also be able to rise quickly from desk area to assist patrons.
- While performing the duties of this job you are required to stand, walk, and sit.
- The ability to lift or move up to 20 lbs. as you will be accepting mail deliveries of packages of various weights and sizes.