

Lena Community Park District Job Description

Position: Park Office Staff Member

Responsible to: Superintendent of Recreation

Qualifications: Some high school required, must be 16 years of age or older. Knowledge of Word, Excel and Google Docs. Previous experience in an office setting preferred.

General Job Description: Provide excellent customer service during office hours in the Park Office, process paperwork and payments correctly, assist the Superintendent of Recreation with other administrative duties.

Tasks Statement:

1. Become familiar with content in the LCPD Program Guide in order to answer customer questions regarding facilities, reservation opportunities and programs.
2. Provide exceptional customer service in person and on the phone.
3. Accept program registrations, shelter house, table and stage reservations.
4. Process payments (cash, check or charge) correctly and efficiently.
5. Maintain an organized, clean work space for everyone to use.
6. Assist the Superintendent of Recreation in producing financial and registration reports.
7. Complete scheduled tasks on time, i.e. shelter reservation signs, financial reports and bank deposit slips.
8. Display good judgement and a sense of responsibility when dealing with customer's personal information.
9. File documents, invoices and personnel paperwork correctly when needed.
10. Assist other LCPD staff and Park Board members with administrative tasks when needed.
11. Perform other duties as assigned.

Worker Traits:

1. Ability to work on several tasks simultaneously.
2. Ability to work independently, ask questions and adapt when necessary.
3. Must act as an effective member of the team.
3. Must be kind, professional, reliable, organized, honest, responsible and trustworthy.
4. Must communicate effectively and be part of positive conflict resolution when necessary.

Desired Education and Experience:

Some high school required, must be 16 years of age or older. Knowledge of Word, Excel and Google Docs. Previous experience in an office setting preferred.

PLEASE NOTE THIS A SEASONAL SUMMER POSITION. OUR PARK DISTRICT FACILITIES AND PROGRAMS ARE OPEN 7 DAYS A WEEK AND REQUIRE STAFF TO BE AVAILABLE THROUGHOUT THE SUMMER WEEKS TO INCLUDE SOME WEEKENDS. WE REALIZE STAFF WILL ALSO NEED TO REQUEST SOME DAYS OFF.

By signing below, I verify that I have reviewed this job description with a supervisor and understand the job duties that I am assuming by accepting this position.

Employee

Date

LCPD Supervisor

Date