

Job Title: **Front Desk Receptionist**
Department: **Administration**
Reports To: **Office Management**
Classification: **Part-Time**

Summary

The Front Desk Receptionist is responsible for clerical and front desk services necessary for the day-to-day operations of the Park District, including offering friendly and knowledgeable customer service, managing program and facility registrations, and providing office support for all Park District departments. This is a part-time position with some evening and weekend hours as scheduled under the supervision of the Office Manager.

Qualifications

- High school diploma or equivalent required
- One to three years previous office experience
- Valid State of Illinois driver's license.
- Upon employment, ability to complete CPR/AED training.
- Knowledge of relevant software applications
- Detail-orientated
- Excellent numeracy skills
- Accurate keyboard skills

Essential Duties and Responsibilities

To perform this job successfully, an individual must be able to perform essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Handle phone calls and email requests in a timely manner
- Provide excellent customer service to residents and participants
- Process program registrations with accuracy and attention to detail
- Provide clerical support to all park district departments
- Process RecTrac reports and communicate results to recreation and administration staff
- Perform office opening and closing tasks, as well as cash-out process
- Complete bank deposit and credit card reports
- Input and check seasonal brochure information in RecTrac system
- Maintain organized workspace and office environment
- Perform special projects as directed by the Office Manager
- Other duties as assigned

Safety and Risk Management

- Acts quickly and calmly in emergency situations.
- Maintains a working knowledge of all OSHA, general agency, and department-specific safety rules.
- Completes incident/accident report forms and promptly forwards them to the agency Safety Coordinator.
- Attends and participates in safety program and in-service education meetings.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Safety and Security – Use good safety awareness, judgment, and follow policies; report potentially unsafe conditions; use equipment following manufacturer safety instructions; and follow agency ergonomic policies and procedures.
- Attendance/Punctuality – Demonstrate consistent attendance and on-time arrival.

- Dependability – Follow instructions and respond to management direction; take responsibility for own actions; keep commitments; and complete tasks on time or notify appropriate person.
- Planning/Organizing – Prioritize and plan work activities and use time efficiently.
- Judgment – Exhibit sound and appropriate judgment; support and explain reasoning for decisions; include appropriate people in decision-making process; and make timely decisions.
- Professionalism – Approach others in a tactful manner; react well under pressure; treat others with respect and consideration; accept responsibility for own actions; and follow through on commitments.
- Problem Solving – Identify and resolve problems in a timely manner; gather and analyze information skillfully; develop alternative solutions; work well in group problem-solving situations; and use reason even when dealing with emotional topics.
- Customer Service – Manage difficult or emotional customer situations; respond promptly to customer needs; solicit customer feedback to improve service; respond to requests for service and assistance; and meet commitments.
- Interpersonal Skills – Focus on solving conflict, not blaming; listen to others without interrupting; keep emotions under control; and remain open to others; ideas and try new things. Must be able to deal with people and patrons under stressful situations.
- Teamwork – Promote and support work teams; put success of team above own interests; and support everyone’s efforts to succeed.
- Oral Communication – Listen and get clarification; and respond well to questions.
- Organizational Support – Follow policies and procedures.
- Technical Skills – Pursue training and development opportunities; strive to continuously build knowledge and skills; and share expertise with others.

Physical Considerations

- Performs tasks that require sitting, walking, bending, stooping, standing, kneeling, climbing, reaching, and grasping.
- Vision – write, type, and read
- Performs lifting tasks up to 40 pounds
- Ability to drive and operate a park vehicle

Work Environment

The noise level in the work environment is usually moderate, but may be exposed to noise distractions from employees or equipment operation in adjacent work areas. Employees’ general work area is indoors in a smoke-free environment with controlled temperature and LED lighting.

Psychological Considerations

- Ability to work harmoniously with fellow employees, community groups, and other local agencies.
- Must be able to work independently in day-to-day operations with direction from the Office Manager
- Ability to work in a team atmosphere, as necessary, promoting positive working relationships with internal and external customers.
- Ability to maintain self-control and composure in difficult situations.
- Must demonstrate leadership qualities to perform required work.
- Ability to organize, prepare, and present information both verbally and in written form to individuals and groups.
- Ability to recognize priorities and meet deadlines.
- Should possess enthusiasm, drive, and a desire to accomplish goals and objectives.
- Ability to be flexible and adaptable to new situations.
- Ability to accept constructive criticism and/or supervision.

Cognitive Considerations

- Employee must be able to follow directions and communicate in English both verbally and in writing.
- Employee must have the ability to read and understand materials printed in English.
- Employee must possess time management and organizational skills to effectively perform his/her job responsibilities.
- Employee must possess computer skills including proficiency in word processing and spreadsheet applications.
- Employee must possess good problem solving skills and have the capability to act rationally and calmly in emergency situations.
- Employee must be able to represent the Frankfort Square Park District in a professional manner.
- Employee must have the ability to make judgments with respect to confidentiality of information.