



2600 171st Street
Hazel Crest, IL 60429
Telephone (708) 335-1500
info@hazelcrestpark.org

Board of Commissioners

A. Michelle Hemp
President

Phillip Wilkes
Vice President

Dionna White
Secretary

Christopher A. Cole
Executive Director

CUSTOMER SERVICE REPRESENTATIVE I (Summer 2024)

Job Title: **Customer Service Representative I.**
Department: Administration.
Classification: Temporary.
Reports To: Executive Secretary.
FLSA Status: Non-Exempt / Hourly.
Compensation: \$15 per hour.
Availability: Up to 20 hours per week. 11 weeks total. Evenings and weekends required.
Position(s): Two (2).
Posting Date: 03-01-2024.
Closing Date: 04-30-2024.
Start Date: 06-03-2024.
End Date: 08-16-2024.

Summary

The customer service representative executes administrative and clerical functions of the Park District by exercising good judgment and by possessing secretarial and clerical skills along with the personal disposition required of people to work well with the public and other employees.

Essential Duties and Responsibilities

- Manages a multi-line telephone system, types, and performs clerical duties.
- Receives public guests and patrons.
- Processes Park District program registration, fitness center memberships, and park and facility reservations.
- Provides administrative support for the Executive Director, Assistant Director, Maintenance Superintendent, Executive Secretary, and any other management personnel.
- Receives job applications for prospective employees.
- Maintains inventory of office supplies and processes a weekly order.
- Processes inbound and outgoing mail.
- Assists other employees with special tasks, as directed.

Safety and Risk Management

- Maintains a working knowledge of all general Park District and departmental-specific safety rules.
- Uses material handling equipment or staff assistance when lifting and or moving objects **50 pounds or heavier**.
- Reports any work-related or patron injuries to supervisor promptly.
- Attends required safety program and in-service education meetings.
- Corrects unsafe conditions and/or reports them to supervisor.

Supervisory Responsibilities

This job has no supervisory responsibilities.

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.
- Verbal Communication – Listen and get clarification; and respond well to questions.
- Organizational Support – Follow policies and procedures.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements 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.

Education and/or Experience

It is preferred for a candidate to have at least two years of experience including typing, computer work, and public contact or six months to one year of experience or a combination of education and experience.

Language Skills

Excellent verbal and written communication skills. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the Park District.

Mathematical Skills

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to solve problems involving several concrete variables in standardized situations. Ability to maintain a high degree of confidentiality.

Computer Skills

To perform this job successfully, an individual should have knowledge of database software; computer software; registration processing systems and word-processing software. Proficient knowledge of Microsoft Office Suite, including Word and Excel, required.

Other Skills and Abilities

- Reliable, organized and possess multi-tasking abilities.
- Excellent verbal and written communication skills.
- Two years of prior experience including typing, computer work and public contact.
- Accounting or bookkeeping skills are advantageous.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand and sit. The employee is occasionally required to walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to noise levels associated with a traditional office environment.

Additional Employee Benefits

- Weekly pay.
- Free fitness center membership + one (1) additional person.

To Apply

- Send an email to Christopher A. Cole, Executive Director, at ccole@hazelcrestpark.org including all of the following:
 - Subject line: "Customer Service Representative I Application"
 - Message (body):
 - Full name.
 - Date of birth.
 - Full address.
 - Phone number.
- Or applicants can complete an application in-person at the Hazel Crest Park District Community Center located at 2600 171st Street, Hazel Crest, IL 60429.