



**JOB TITLE: Administrative Support Staff**

**10/13/2022**

**TYPE: Part-time**

**LOCATION: 1400 Railer Way, Lincoln, IL (Front Office)**

**REPORTS TO: Executive Director**

**POSITION SUMMARY:**

- Administrative Support Staff facilitate the efficient operation of the Lincoln Park District by performing secretarial and administrative duties; serving as the primary support person to the administrative staff and acting as the primary customer service point of contact for the public and members of the Park District. This position requires someone who is service-oriented, professional in appearance and demeanor, able to communicate in a clear, concise, and polite manner in person and over the telephone, able to multi-task, and able to work cooperatively and effectively with the public and other employees at all times.

**WORK ENVIRONMENT:**

- Work is performed primarily in an office setting, except if assisting with events. As necessary, incumbent will work at special events/programs possibly outdoors at various event locations.

**DUTIES & RESPONSIBILITIES:**

- Assures that the public is greeted in a prompt, warm and service-oriented manner, ensuring the highest standards for customer contact are met.
- Provides general front counter assistance and telephone call coverage for the Park District, screening incoming calls & responding independently when possible.
- Provides routine information and directs incoming information to appropriate individuals; opens, sorts and distributes incoming mail; receives public feedback, complaints and concerns; resolves issues or refers situations to appropriate individuals.
- Processes memberships and other fees; receipts various monies and payments; processes various applications and program registrations.

- Provides general administrative support including booking room rentals and birthday parties, managing calendars, assisting in setting work schedules, and preventing scheduling conflicts within the facility.
- Handles other office tasks such as filing, copying, and mailing; generates reports; assists with room setup and supply reorders.
- Assists with online social media presence and other advertising for promotions of the park activities and programs and general communication with the public.
- Assists with internal and external communication including with staff communication as well as mailing letters or making phone calls to follow up with outside individuals and businesses.
- Coordinates service calls and assists in addressing IT or other related issues as needed.
- Works holidays between Memorial Day and Labor Day to assist with patron sign-ups and answer questions.
- Performs other administrative duties as assigned.

**EDUCATION/CERTIFICATION:**

- High School Diploma or equivalent is required.

**EXPERIENCE:**

- Previous administrative and/or customer service experience is required.

**SKILLS/ABILITIES:**

- Excellent organizational skills.
- Strong verbal and written communications are essential to the position.
- Demonstrated customer service ability and positive, team-oriented attitude.
- Technological proficiency with programs such as Google (Docs, Sheets, Forms), MS Office (Excel, PowerPoint, and Word), and Social Media platforms including Facebook, Twitter, and Instagram; ability to learn job-specific software program.
- Ability to work independently within established guidelines; self-starter with ability to prioritize and complete tasks individually.

**HOW TO APPLY:**

- Submit an application, cover letter and resume to [bstrait@lincolnparkdistrict.com](mailto:bstrait@lincolnparkdistrict.com) or bring to the front office at the Lincoln Park District.