



JOB TITLE: Fit Zone Desk Attendant

7/27/2021

TYPE: Part-time

LOCATION: 1400 Railer Way, Lincoln, IL (Back Desk)

REPORTS TO: LPD Executive Director

POSITION SUMMARY:

- The FitZone Desk Attendant facilitates the efficient operation of the Lincoln Park District by performing patron check-in to the Fit Zone, aerobic classes, and track/courts; handling and tracking transactions involving daily/class or golf range fees and merchandise sales; serving as the primary customer service point of contact for the public and members of the Park District; and maintaining a clean and neat facility. This position requires someone who is service-oriented, professional in appearance and demeanor, able to communicate in a clear, concise, firm, and professional manner in person and over the telephone, able to multi-task, able to work weekend, holiday, and evening hours, able to enforce rules and regulations, and able to work cooperatively and effectively with the public and other employees at all times.

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.
- Attends to customer needs; provides general assistance and facility information to patrons; provides telephone call coverage for the Park District when the Administrative Office is closed.
- Receives public feedback, complaints and concerns; enforces rules and regulations; resolves issues or refers situations to appropriate individuals; communicates pertinent information with Administrative staff.
- Processes daily/class or golf range fees; processes other purchases and manages cash drawer and transaction reporting.
- Performs daily cleaning tasks to ensure facility cleanliness.
- Works evenings, weekends, and holidays as needed; performs other Fit Zone duties as assigned.

EDUCATION/CERTIFICATION:

- High School Diploma or equivalent is required.

EXPERIENCE:

- Previous administrative and/or customer service experience desired.

SKILLS/ABILITIES:

- Demonstrated customer service ability and positive, team-oriented attitude.
- Strong verbal communication skills and ability to problem solve and resolve conflicts as needed.
- Technological proficiency with ability to learn job-specific software program.
- Reliable individual with ability to work independently within established guidelines; self-starter with ability to prioritize and complete tasks individually.

HOW TO APPLY:

- Submit an employment application at the Front Office of the Lincoln Park District.