

Westchester Park District

Registrar – Part Time

General Purpose:

Responsible for performing a variety of professional and administrative work in all aspects of facility supervision. The Registrar is responsible for providing all participants with excellent customer service and courtesy. The Registrar will be expected to achieve a level of competence when performing daily duties. Further, they are to comply with all the policies and procedures of the Westchester Park District. The Registrar is required to have current American Red Cross Adult/Child/Infant CPR/AED certification.

Supervision Received:

Works under and reports directly to the Office Manager and Finance Director. The Registrar is ultimately responsible for the facility, the participants and the equipment.

Compensation:

This position is non-exempt. Compensation is on an hourly basis and includes participation in IMRF pension.

Scheduled Hours:

Hours will be Monday thru Friday 9:00am until 3:00pm (September- May); Monday thru Friday 9:00-5:00pm (June- August). Hours can include, days, nights and weekends to be scheduled at the discretion of the Office Manager.

Skills:

Working knowledge of computers and Microsoft Office software. Knowledge of the operation of office equipment, i.e. facsimile machine, copier, scanner, etc. Ability to learn the Districts registration software. Ability to perform cashier duties accurately and train others. Ability to effectively meet and deal with the public; ability to communicate effectively both verbally and in writing, ability to handle stressful situations. Excellent communication and guest relation skills. The ability to work well with a large group of people in a team environment. Must be able to work well in stressful, high-pressure situations including the ability to handle guest complaints and disputes and resolve them to satisfactory results with the coordination and approval of the Community Center Manager/Executive Director. Must be able to maintain composure and objectivity under pressure.

Qualifications:

- * Certification required within 30 days of hire: CPR/AED (Recertification as necessary)
- * Previous Customer Service – Experience Required
- * Demonstrated Interpersonal communication and problem solving skills
- * Willing to work with employees and patrons of diverse backgrounds
- * Knowledge of Park District programs and services - Preferred

Essential Duties and Responsibilities:

- * Dependability
- * Provide excellent, prompt customer service
- * Approaches all encounters with guests and colleagues in a friendly, service-oriented manner
- * Promptly returns phone calls
- * Promote the District and its programs/facilities
- * Daily use of computer registration system
- * Accepts member/guest complaints and works with Office Manager to provide a solution in a timely and professional manner to ensure guest satisfaction

- * Promotes a positive work environment, and promotes a positive team atmosphere
- * Maintains a clean and orderly facility
- * Performs routine clerical and administrative work in answering phones, receiving the public, providing customer assistance, cashiering data processing
- * Maintains daily class schedule for building
- * Attends meetings and trainings as required
- * Observe and provide personal assistance to others as needed
- * Maintain consistent communication with the Office Manager

- * Dress Code: As assigned by the park district policy
- * Contribute to the success of the facility by noting trends, customer suggestions, etc. and delivering that information to the Office Manager
- * Any additional duties as directed by the Office Manager/Community Center Manager/Finance Director/Executive Director

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.