



ARLINGTON HEIGHTS PARK DISTRICT

JOB DESCRIPTION: GUEST SERVICES REPRESENTATIVE/ARC

DEPARTMENT: Recreation and Facilities

FLSA CLASSIFICATION: Full-time, Non-exempt

POSITION FOCUS

Responsible for performing clerical and administrative guest relations duties to provide optimal customer service to Park District patrons; Responsible for the admissions at fitness, walking the fitness floor ensuring the guests are using equipment properly, and supervise the use of the track.

SUPERVISORY RELATIONSHIPS

- Accountable to the Arlington Ridge Center Manager

ESSENTIAL JOB DUTIES

- Maintains a positive image and relationship with Park District patrons and visitors, and assists them in resolving their concerns and issues
- Processes registrations, memberships, class transfers, refunds and completes other registration related tasks.
- Monitors Activenet pass validation to ensure that members with the proper membership use the facility and the fitness center.
- Monitors support staffs' phone calls and in-person interactions with customers to ensure the provision of high quality customer service
- Answers telephones and gives general information in response to public or vendor inquiries
- Word processes and types a variety of documents, letters, forms, spreadsheets and reports
- Maintains cash controls and cash and safe journals and cashes out the money drawer at end of last shift
- Sorts, indexes and files materials alphabetically, numerically, and geographically
- Operates copy machine, adding machine and other office machines
- Operates a computer to enter or access data
- Supervises the track to ensure that guest of traveling in the right direction based on the day of the week and that youth are being properly supervised by an adult.
- Supervise the fitness center floor to ensure that guests are using equipment as intended.
- Assists guests with fitness equipment operations and connecting technology.
- Ensures that youth age 11 to 13 who are using the fitness center have completed a youth orientation and that they are being supervised by an adult.
- Reports equipment failures to the ARC Manager.
- Ensure that the fitness center equipment is clean, stored in the proper places, and organized at the end of shift.
- Attends work on a regular basis
- Performs the job safely and in compliance with District policies, procedures, work and safety rules, and the employee handbook
- Maintains a clean and organized work environment
- Additional functions as assigned which may be considered essential

SECONDARY JOB DUTIES

- Completes clerical tasks and project work for Arlington Ridge Center and other Park District staff, as directed
- Attends seasonal Registration training, as directed

REQUIRED KNOWLEDGE

- Good knowledge of general office procedures
- Good knowledge of the operation of all office machines
- Good knowledge of pertinent safety precautions

- Good knowledge of customer service standards

REQUIRED COMPETENCIES

- Capacity to provide a high level of customer service to internal and external customers
- Ability to respond to inquiries and requests received via mail, e-mail, telephone, voicemail, fax or in person from staff, vendors, the general public and other sources
- Ability to maintain positive and effective working relationships with other supervisors and subordinate employees
- Ability to work harmoniously with fellow employees, patrons, community groups and other units of local government.
- Ability to work independently in day-to-day operations with general direction from immediate supervisor
- Capacity to utilize effective time management skills and be able to work under the stress of multiple deadlines, requests from other departments and interruptions with accuracy
- Ability to work in a team atmosphere, promoting positive work relationships with both internal and external customers
- Ability to demonstrate leadership qualities to perform required work
- Ability to communicate effectively with fellow staff and the public both orally and in writing
- Capacity to be self-motivated and achieve goals with minimal supervision or direction
- Ability to maintain self-control and composure in difficult situations
- Ability to follow directions and communicate verbally and in writing and to read and understand printed materials
- Capacity to utilize computer skills, including demonstrated proficiencies in word processing and basic spreadsheet and database applications
- Capacity to proactively troubleshoot, problem solve and make sound judgments with respect to confidentiality

EDUCATION, EXPERIENCE AND TRAINING

- High school graduate or G.E.D.
- Or, any equivalent combination of education, experience and training
- CPR and AED Certification required within six months of employment

HOURS

- ARC is open 5:30 am to 10 pm weekdays, and 6 am to 9 pm on weekends. Work shifts will depend on employee availability and facility needs.
- Hours of work may vary by season.

PHYSICAL DEMANDS AND ENVIRONMENTAL CONDITIONS

- Sitting for sustained periods of time while completing work
- Repetitive hand/arm movements such as when working on computer keyboard, calculator, etc.
- Some bending, kneeling and reaching for items off floor and high shelves
- Ability to lift up to 25 lbs. in paper boxes, storage boxes and other supplies.
- General work area an indoor, smoke-free environment with controlled temperature and fluorescent lighting
- Occasional exposure to natural and potentially extreme weather conditions while supervising employees or attending job related activities at locations away from the office
- Exposure to noise distractions from employees or equipment operation in adjacent work areas
- Infrequent exposure to cleaning materials and office supplies
- Capacity to work in a high stress environment under multiple deadlines and with frequent interruptions
- Ability to work extra hours to accomplish and complete high volume of work
- Exposure to chronic infectious disease while performing routine first aid or emergency procedures
- Protective clothing and equipment is required as it pertains to the particular job duty:
 - CPR barrier device such as mask or face shield
 - Non-latex gloves

This job description is intended to describe the general content of and requirement for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and additional duties may be assigned at any time.

Approved 12/1/19
Revised 5/21/21

A handwritten signature in black ink, appearing to read "Carrie A. Fulk", is positioned above a horizontal line.

Executive Director