

# Warrenville Park District

## Job Description

**Job Title:** Guest Services Assistant

**Department:** Administrative

**Employee Classification:** Part Time

**Immediate Supervisor:** Office Manager/Fitness Supervisor

**FLSA Status:** Non-Exempt

### **JOB STATEMENT**

This position works in both Registration and Fitness departments on designated days/evenings/weekends as scheduled.

Reporting to both the Office Manager and Fitness Supervisor, the Guest Services Assistant is responsible for handling all the aspects and functions of the Guest Services and FitnessNOW office operations as well as being able to supervise and instruct proper use of fitness equipment. This position is also responsible for the promotion of memberships and programs, cleaning of equipment and admission control.

### **QUALIFICATIONS:**

1. Must be a responsible person age 21 or older with strong customer service skills
2. This position requires a minimum of two years comparable work experience in an office/fitness center
3. Must have the ability to communicate effectively both written and orally, bi-lingual a plus
4. The ability to work independently, efficiently and attend to details
5. Certification of First Aid, CPR/AED and DCFS Mandated Reporter of Child Abuse and Neglect certification required; District training provided if needed
6. Knowledge/Experience of Microsoft Office applications software is preferred

### **DUTIES AND RESPONSIBILITIES**

#### ***Essential Functions:* Required tasks, duties and responsibilities**

##### **Registration/Fitness**

1. Regular attendance and punctuality.
2. Responsible for general reception office duties including greeting clients, data entry, answering phones, processing of registrations, memberships, preparing daily deposits, routing cancellations, applying credits' to accounts, error corrections, preparing and balancing of closeout reports.
3. Work independently to open and/close Guest Services offices in Rec Center Lower Level/Fitness Upper Level and WCB; set-up or take down tables and chairs as needed.
4. Ability to communicate and interact effectively and cooperatively with staff and coworkers, prioritize workload and adapt to changing priorities.
5. Responsible for the administration of the key check-out and check-in system for instructors, rentals and meeting room keys through the registration desk.
6. Assist in maintaining the cleanliness of the building/fitness center/track on a continual basis.
7. Candidate must possess and exhibit good problem-solving ability, judgment, interpersonal and organizational skills.
8. Assists with the completion of work orders to include typing, reports, mailings, phone calls to clients, posters, program certificates, manuals, bulk mailings, newsletters and any other duties as needed or directed.
9. Communicate all matters of importance to staff, manager and the Executive Director in a timely manner.
10. Provide clients with quality program and overall district information through forms/applications and replenish of all forms as needed for Registration/Fitness Offices

## **Essential Functions: Required tasks, duties and responsibilities**

### **Registration/Fitness**

11. Attend staff meetings/education training as needed or requested as it relates to the position
12. Works closely with the staff to assure all Guest Service offices function efficiently and economically
13. The ability to handle complaints from irate or angry members, in a professional, respectful and kind manner
14. Must be able to administer First Aid, CPR or AED if needed and complete detailed accident incident reports as needed

### **Fitness Specific Duties**

1. Conduct Fitness Center tours, supervise fitness center, ensuring safety of participants by maintaining order and cleanliness of the FitnessNOW facility.
2. Instruct new members on proper use of fitness equipment.
3. Assist customers with memberships, group exercise information, personal training and facility questions.
4. Must be willing and physically able to complete extensive cleaning of fitness equipment.
5. Conduct preventive maintenance of fitness equipment.
6. Inform Fitness Supervisor of daily operation needs, problems and client feedback.
7. Check in members using service desk computer.
8. Ability to follow sample forms to insure proper procedure and keep accurate records for all memberships.
9. Follow Fitness Daily Duties Checklist and complete all items during assigned shift.
10. Read and initial Fitness Center Binder daily for important updates and information.
11. Listen to members' concerns and/or complaints in a positive and understanding manner. Take notes and respond in a respectful manner. Resolve the issue if possible; if not, explain to them that you will notify the Fitness Supervisor, and the supervisor will follow up.
12. Check district/personal email accounts every 48 hours for work-related communications.

### **Customer Service**

1. Maintains and promotes excellent customer service
2. Greets and receives clients and visitors in a timely and professional manner; displays courtesy, respect, honesty and professionalism always.
3. Documents and communicates information in a timely manner.
4. Assist with the development and implementation of appropriate training and operating procedures for the Guest Services/FitnessNOW to assist in providing excellent customer service.

### **Public Relations/Marketing Support**

1. Maintains effective internal and external public relations with staff, customers, volunteers, affiliates, vendors, other agencies and the community.
2. Shows support, courtesy, tact and cooperation in interactions with the public. Responds to all concerns or inquiries in a timely manner.
3. Schedules, prepares and/or distributes recreation department public relations/marketing materials as needed or directed.
4. Works with staff to promote social media support for events and recreation programs as needed.
5. Applies skills required to produce quality work.

### **Financial**

1. Assist with providing or replenishing supplies for the Recreation Department, Parks Staff and Administration Department.
2. Ensures that all income is designated to each program account properly.

### **Knowledge, Skills and Abilities**

1. Knowledge of generally accepted accounting principles, and the ability to accurately prepare and maintain District records for auditing purposes.
2. Must have a general knowledge of fitness principals, exercise programs and equipment.
3. The ability to be well organized, establish priorities and effectively utilize time management.
4. Ability to resolve problems, handle conflict and make effective decisions under stressful conditions.
5. Ability to function independently, possessing a high degree of self-motivation and self-direction.
6. Technical skills necessary to operate a PC based computer and printer.
7. Skill in oral and written communication and the ability to use these in establishing working relationships with the Executive Director, other district employees, Board of Commissioners, Affiliates, community officials and the public.
8. Ability to analyze current office practices and to develop and implement cost effective operations.
9. Knowledge of time management techniques and the ability to use skills in developing schedules and adhering to timelines.
10. Assist with special events as needed.
11. Ability to make correct and safe judgments under “normal” and highly stressful circumstances and situations.
12. Must exhibit good problem solving and good judgments in keeping with the mission of the District.

### **Safety Responsibilities**

1. Actively support the loss control program that will effectively control and reduce accidents.
2. Work in harmony with the Safety Coordinator to organize loss control program aspects, which are particular to the department.
3. Maintain a working knowledge of all general and departmental specific safety rules.
4. Ensure that all management policies are fully implemented for maximum efficiency for each job.
5. Obey and enforce the practical safety rules, regulations, and procedures established by the loss control program that is pertinent to the activity of the department.
6. Take corrective action for any unsafe condition that is observed which could adversely affect the safety of an employee or the public.
7. Continually observe and evaluate work conditions and work procedures to detect and correct unsafe conditions and practices.
8. Assist with emergency procedures and building evacuation.

### **Physical Requirements**

1. Requires frequent and extended periods of sitting, standing, bending, reaching and a normal range of hearing and vision.
2. Requires sitting, standing, bending, reaching and a normal range of hearing and vision.
3. Must be able to bend over, get down on hands and knees and lift at least 50 lbs. alone. This is needed for cleaning and order in the Fitness Center.
4. Requires hand-eye coordination and manual dexterity to operate fitness equipment, computer, keyboard, copy machine, telephone, calculator, fax machine, washer/dryer and other similar equipment.
5. Requires eyesight, correctable to 20/20 to read numbers, registration forms, reports and computer terminals.
6. Requires hearing within normal range for telephone and customer service.
7. Prolonged standing while helping customers.
8. Requires assisting with set up of programs and special events as needed.

**Required Abilities and Considerations**

***Mental/ Cognitive/ Demands***

1. This position may feel added pressure from being responsible for the quality of operation and support of the Registration Office/Fitness Center during times of operation.
2. Must be able to effectively adjust to stressful situations.
3. Must understand vague and implicit instructions and react favorably in all work situations.
4. Must be mentally adaptable and flexible in dealing with a variety of people.
5. Ability to do simple math calculations, input data in the computer and analyze data required.
6. Must be able to communicate effectively.

***Environmental Consideration***

1. Exposure to extreme outdoor climatic temperature conditions (heat, cold, sun, wind, precipitation, and humidity).
2. Exposure to indoor climatic and temperature conditions and changes (heat, air conditioning).
3. Exposure to equipment and machinery and chemicals such as cleaning agents.
4. Exposure to noise from participants and machines.

I hereby acknowledge receipt and an overview of the requirements and responsibilities of the position in which I will hold at the Warrenville Park District. I further understand that the Job Description is intended to describe the general content of and requirements for the performance of this job and is not to be construed as an exhaustive statement of essential duties, responsibilities, and requirements.

If I am unsure of my requirements or responsibilities, it is my duty to seek assistance from my Supervisor. I am aware that the Job Description may be changed, and an updated copy will be available to me.

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Employee Name

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Employee Signature

\_\_\_\_\_  
Date