

## **FRONT DESK ATTENDANT**



<b>Job Status</b>	Part Time/Year Round
<b>Department</b>	Athletics
<b>Hours</b>	Weekends/Evenings
<b>Salary</b>	\$13/hr.

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### **DESCRIPTION**

The front desk attendant is responsible for the professional representation of the Niles Park District and activities within the Golf View, Grennan Heights, and LoVerde facilities.

### **QUALIFICATIONS**

- 18 yrs. or older, preferred
- Possess high quality customer service skills
- Basic knowledge of cash handling and mathematics

### **ESSENTIAL FUNCTIONS**

- Practice customer service always and be aware that the front desk is the first thing our customers observe.
- Always wear proper attire and employee identification.
- Maintain order and cleanliness in all areas of the facility during entire shift including garbage cans outside the front door. Cleanliness includes floors, tables, garbage cans, counter tops, bleachers, benches, and glass on both windows of doors and windows which look into the gym.
- Assist and direct patrons regarding programs flyers on the counter, court location and other basic information.
- Process open play fees on Rec-trac, and handle other monies taken in for facility usage.

### **MARGINAL FUNCTIONS**

- Assist with program preparations as assigned by Athletic Director.
- Assist in maintaining order and cleanliness in the gym/facility during entire shift.
- Assist with special events/projects.

### **PSYCHOLOGICAL CONSIDERATIONS**

- The desk attendant must have the ability to interpret Park District policy and operating procedures to staff and public, and to maintain satisfactory working relationships with community groups and organizations.
- The desk attendant may need to respond to problem situations quickly, with good judgment and accuracy.

### **COGNITIVE CONSIDERATIONS**

- The desk attendant must exhibit good problem-solving ability and good judgment in keeping with the mission of the Park District

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