



Wildwood Park District
Office Administrator/Guest Services Rep

Department: Recreation/Administration
Position Title: Office Administrator/Guest Services Representative
Location: Rule House 33325 N. Sears Boulevard Wildwood, IL 60030
Reporting Authority: Park District Manager
FLSA Status: FLSA Non-Exempt
Classification: Part-Time
Rate of Pay: \$17.00 per hour
Hours: 13-20 HOURS PER WEEK (Wednesdays-Fridays) YEAR-ROUND NOT TO EXCEED 1000 HOURS

The Wildwood Park District is looking for a dedicated professional experienced in customer service management, experience working with the public, and ability to run the office of the Wildwood Park District for the Part-Time Year-Round Office Administrator position!

Summary: The Office Administrator is responsible for daily operations, management, and customer service standards of the front office/desk of the Wildwood Park District and ancillary functions to support the Marketing, Parks Maintenance, Park Safety, Administrative, and Recreation Staff. Other duties with recreation programming, and administration as needed.

Qualifications:

Education:

An associate degree in Communications or a closely related field from an accredited college or university, OR equivalent work experience, is required.

Experience: Minimum of 3 years of relevant office management/customer service experience or equivalent required.

Required Certifications and Skills:

- Excellent written and oral communication skills.
- Strong computer background and proficiency required with Apple MacBook products, Microsoft Office Apps (Outlook, PowerPoint, Word, Excel).
- Ability and willingness to work weekends, and key special events as the schedule demands.
- CPR and First Aid certifications required within six months.
- Must possess and maintain a valid driver's license.
- Must successfully pass a background check.
- Must successfully pass driver's abstract and drug/physical screening if driving District vehicles.

- Must be able to read and write and have strong command of the English language.
- Must be able to perform basic mathematics.
- Must have basic proficiency of Microsoft Excel and Word.
- Must possess professional phone skills and work well with the public.
- Must present a neat and professional appearance.

Essential Functions:

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Provide guidance, orientation, and training (both on and off site) to Guest Service Representatives and assist in the hiring process for said staff with approval of Park District Manager.
- Initiate and gather quotations/estimates and confirm/setup appointment times for office supplies/equipment and obtain quotes from vendors/contractors at the request of the Park District Manager.
- Spearhead Temporary Event, Food, and Liquor permitting with governmental bodies for Special Events as required.
- Develop and manage Camper Checklist and Systems for all camp programming and paperwork.
- Assist as needed with the Park District website and complete updates as needed.
- Manage inventory and ordering of office/program/maintenance supplies and equipment.
- Maintain all office calendars.
- Manage District Amazon accounts in conjunction with Accountant and Park District Manager.
- Maintain the distribution of information to the public.
- Updating and reviewing yearly office procedures and point of sale procedures with Park District Manager.
- Serves as interviewer, recruiter, and evaluator in conjunction with Park District Manager with hiring Guest Service Representatives, Marketing Staff, and Preschool Staff.
- Manage day-to-day Preschool operations (and substitute in), and staff meetings with Park District Manager.
- Coordinate Warren Newport Public Library Book account and drop-offs.
- Coordinate preschool graduation process with teachers and certificates of completion.
- Manage Program Entrance monthly welcome board and calendar.
- Maintain integrity of registration software and train staff as needed.
- Serve on Harvestfest Committee with assigned tasks and roles (VENDORS/RENTALS).
- Manage Harvestfest Vendor Applications and Payments.
- Serve on Safety Committee and execute follow up work-orders.
- Communicate work schedule and tasks to the Park District Manager
- Responsible for coordinating yearly Boat Decals, Resident Parking stickers, and Boat Key/Padlock orders applications, and decal design.
- Assist Marketing/Events Coordinator and Park District Manager in creating seasonal programming and coordinating with vendors/contractors to put together seasonal programming and events (and proofing/organizing seasonal brochures).
- Responsible for planning Senior Programming
- Responsible for planning Parent's Night out kid's movie nights and crafts.
- **Duties as required per the Guest Services Representative Job Description when needed.**
- Perform duties in a safe manner.

- Maintain a clean work area.
- Fill supplies as needed.
- Report any work-related or patron injuries to supervisor promptly.
- Correct unsafe conditions and/or report them to supervisor.
- Assist design of Park District seasonal brochures, oversee recreation content area for accuracy and produce seasonal brochures for distribution to community, School Districts, Park District Facilities, and electronically on website and social media.
- Respond to complaints and questions related to recreation/public relations operations.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The Park District is a drug free and smoke free work environment. While performing the duties of this job, the employee is regularly indoors however there is exposure to outside weather conditions including working in direct sunlight, working in extreme temperatures and rain.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

For More Information:

Please send resumes, and a cover letter to Park District Manager Brandon Magnini at bmagnini@wildwoodparkdistrict.com along with a completed application.

To visit our website employment page and download an application and the full job description, please visit: www.wildwoodparkdistrict.com under "About Us" and "Jobs".

Please direct any other questions to us at 847.223.7275.

The Wildwood Park District is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Board will provide reasonable accommodation to qualified individuals with disabilities.