

**Grayslake Park District**  
**Job Description**  
**Title: *Registration Coordinator***  
**FLSA Classification: Non-Exempt**

**Summary:**

Responsible for greeting and welcoming customers, answering the phone and transferring calls to co-workers, processing registrations and payments for activities, daily deposit processing, printing class rosters, and answering diverse informational questions, sorts and delivers mail. In addition, performs various office duties, such as copying, filing, typing, data entry and organizing will be performed. May be cross trained in other related front office positions.

**Work Location**

Grayslake Recreation Center, 240 Commerce Dr Grayslake IL

**Hours**

General hours of work are 20-28 per week. **Must have the ability to work a flexible schedule based on the operational needs of the Park District.** The front desk is open the following hours: **Monday – Friday– 8:30am – 5:00pm**

**Essential Job Functions**

- Demonstrates Park District customer service standards
- Answers the telephone, transfer calls and takes accurate messages for staff
- Performs various office duties, including filing, copying, data entry, typing
- Processes and collects payments for registrations, performs program transfers, and assist with refund documents
- Maintains a good rapport with all customers and provides exceptional customer service
- Occasionally opens and/or closes facility when needed
- Maintains a current, accurate knowledge of all Park District programs, special events and facilities
- Assists with bank deposit and daily work balancing
- Communicates with Recreation staff through oral or written communication and maintain good working relationships with coworkers
- Assists other staff with various projects/assignments, as directed.
- Attends work on regular basis.
- This position involves regular contact and interaction with both internal and external customers.
- Follows Park District and departmental safety, personnel and administrative policies, procedures and ordinances

**Non-Essential Functions:**

- Perform related job duties as assigned
- Attends meetings, as assigned

**Education/Experience:**

- High school diploma or equivalent
- Prior office and/or customer service experience preferred
- Knowledge of keyboard and data entry.

**Knowledge Skills and Abilities:**

- Recreation software, RecTrac knowledge preferred
- Ability to accurately handle monetary transactions
- Microsoft Office Products: Word, Excel
- Capacity to work in a year-round position with weekday hours
- Ability to handle a variety of tasks/situations at one time and meet schedules and deadlines
- Ability to be patient and courteous
- Ability to communicate both orally and in writing
- Ability to maintain a flexible work schedule to cover for vacations for front office
- Ability to apply common sense and exercise good judgement in solving problems
- Ability to speak and write effectively
- Ability to perform basic mathematical functions
- Know how to work well with others, and understand how to be a team player

**Necessary Special Requirements:**

- First Aid/CPR/AED certification within six months of employment

**Physical Requirements:**

- Visual and hearing acuity to perform job-related functions
- Ability to lift up to 10 pounds
- Ability to talk, reach, grasp, kneel, stoop and bend
- Ability to spend up to 90% of work time reading and/or sitting at computer terminal

**Working Conditions:**

- Office environment with moderate noise level.

**Salary and Benefits Offered:**

\$18.00 to \$20.50 (depending on qualifications) This position qualifies for the Illinois Municipal Retirement Fund (IMRF) pension, 457b retirement plan, paid sick, vacation, holiday time, and more.

**Application Deadline:** Open until filled

**To Apply: Send Completed Job Application Resume by email to [jvanzant@glpd.com](mailto:jvanzant@glpd.com)**

Grayslake Park District

240 Commerce Dr

Grayslake, IL 60030

More info at <https://www.glpd.com/employment/> Questions: call (847) 223-7529