



**SYCAMORE PARK DISTRICT
JOB DESCRIPTION
Birthday Party Program Instructor**

Summary

Under the supervision of the Superintendent of Recreation and Recreation Specialist, the Birthday Party Program Instructor is responsible for providing friendly, responsive service to create a safe, fun and exceptional experience for all birthday party program participants. They ensure smiles, laughter, excitement, and positive emotions, resulting in meaningful memories.

Essential Duties and Responsibilities

- Maintain and promote excellent customer service relations with patrons, staff, and affiliates.
- Set-up, provide service and clean-up for parties while interacting with guests in a positive, enthusiastic, and professional manner.
- Hosts birthday parties and leads activities for children.
- Assist party participants with check in and ensure guests are satisfied.
- Attends all required training sessions and scheduled meetings.
- Responds quickly, efficiently, and professionally to any emergency; completes necessary paperwork and notifies the appropriate professional staff member.
- Assists with the general maintenance/upkeep of party areas.
- Enforces all rules and regulations promptly and professionally; notifies the appropriate professional on duty staff member of inappropriate behavior of facility users.
- Must maintain a high level of concentration for extended periods of time.
- Ability to work with attention to detail.
- Makes appropriate arrangements for a qualified substitute if unable to attend work.
- Must be able to work weekdays, weeknights and weekends.
- Maintain a professional appearance and attitude while performing duties, and while on Park District premises.
- Perform other related duties and/or special projects as assigned.

Safety and Risk Management

- Maintains a working knowledge of all general agency and department-specific safety rules.
- Reports any work-related injuries to supervisor promptly.
- Attends required safety program and in-service education meetings.
- Corrects unsafe conditions and/or reports them to supervisor.
- Uses material handling equipment or staff assistance when lifting and/or moving objects **50 pounds or heavier**.
- Uses gait belts, lifts or staff assistance whenever possible to reduce injury exposures when transferring, moving or lifting patrons.

- Addresses unsafe employee and patron behaviors by approaching, correcting and coaching.
- Enforces safety disciplinary policies and procedures.
- Uses protective gloves, masks and other personal protective equipment to prevent exposure to pathogens.
- Provides a department-specific safety orientation for new employees that include job instruction and ergonomic training.
- Completes incident/accident report forms and promptly forwards them to the agency Claims Contact.

Supervisory Responsibilities

This job has no direct supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Safety and Security – Use good safety awareness, judgment and follow policies; report potentially unsafe conditions; use equipment, following manufacturer safety instructions; and follow agency ergonomic policies and procedures.
- Attendance/Punctuality – Demonstrate consistent attendance and on-time arrival.
- Dependability – Follow instructions and respond to management direction; take responsibility for own actions; keep commitments; and complete tasks on time or notify appropriate person.
- Planning/Organizing – Prioritize and plan work activities and use time efficiently.
- Judgment – Exhibit sound and appropriate judgment; support and explain reasoning for decisions; include appropriate people in decision-making process; and make timely decisions.
- Professionalism – Approach others in a tactful manner; react well under pressure; treat others with respect and consideration; accept responsibility for own actions; and follow through on commitments.
- Problem Solving – Identify and resolve problems in a timely manner; gather and analyze information skillfully; develop alternative solutions; work well in group problem-solving situations; and use reason even when dealing with emotional topics.
- Customer Service – Manage difficult or emotional customer situations; respond promptly to customer needs; solicit customer feedback to improve service; respond to requests for service and assistance; and meet commitments.
- Interpersonal Skills – Focus on solving conflict, not blaming; listen to others without interrupting; keep emotions under control; and remain open to others' ideas and try new things. Must have ability to deal with people and patrons under stressful situations.
- Teamwork – Promote and support work teams; put success of team above own interests; and support everyone's efforts to succeed.
- Oral Communication – Listen and get clarification; and respond well to questions.
- Organizational Support – Follow policies and procedures.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must be at least 16 years of age; High School diploma or GED preferred.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondences and to speak effectively before groups of patrons or employees of organization.

Sign language skills are desirable.

Mathematical Skills

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent, and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to solve problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of word processing software and the Internet.

Certificates, Licenses, Registrations

CPR, AED, & First Aid Certified, or willing to be certified. Illinois Department of Health Food Handler or Food Manager Certified, or willing to be certified.

Physical Demands

The physical demands described here are representative of those that an employee must meet 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 occasionally required to stand, walk and sit. The employee must occasionally lift and/or move up to 50 pounds. The employee will assist patrons in moving, transferring and vehicle loading. The employee may occasionally need to perform physical patron-restraint techniques. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception.

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.

While performing the duties of this job, the employee is exposed to various outside weather conditions including hot temperatures, humidity and cold. The noise level in the work environment is usually moderate.