



Job Title: Customer Service Specialist
Department: Recreation
Reports To: Superintendent of Recreation
Prepared By: Superintendent of Recreation
Prepared Date: November 2017
Approved By: BOC
Approved Date: December 2017
Revised Date: March 2025
Salary Range: \$18 - \$22
Position Status: IMRF Full-Time Position

Summary

Under the supervision of the Superintendent of Recreation, the Customer Service Specialist plays a key role in delivering outstanding customer experiences and fostering a positive, inclusive culture that aligns with the Sycamore Park District's mission, vision, and core values. This position is responsible for providing front-line customer service, greeting and assisting patrons in person and via phone, responding to inquiries, processing registrations, and supporting training and scheduling of part-time customer service staff. The role requires strong communication skills, a friendly and professional demeanor, and a commitment to creating an environment that supports wellness, recreation, and community connections. Additionally, the position assists with budgeting and financial planning to support recreation operations.

Essential Duties and Responsibilities

- Greet and assist visitors at the Community Center in a professional and welcoming manner.
- Provide high-quality customer service that fosters teamwork and promotes exceptional experiences for all patrons.
- Train, supervise, and schedule part-time customer service staff, ensuring alignment with the Park District's mission, vision, values, and social equity statement.
- Develop and implement training programs for customer service staff to enhance service standards and operational efficiency.
- Create and maintain a positive workplace culture that supports inclusivity and community engagement.
- Support registration processes for programs, memberships, facility rentals, and events, ensuring accuracy and efficiency.
- Manage and oversee facility reservations, coordinating schedules and maintaining records.
- Operate various office equipment, including copier, phone system, computer, and printer.
- Assist with financial transactions, including processing payments, handling cash, and ensuring proper accounting of recreation revenues.
- Assist with budgeting and financial planning related to recreation operations.

- Maintain an organized knowledge of recreation programs, facility operations, and Park District policies to effectively assist patrons.
- Occasionally set up and supervise facility conditions, including arranging equipment for programs and rentals.
- Conduct guided tours of the Community Center and rental areas to showcase available amenities.
- Assist with maintaining office and facility supplies inventory, ensuring proper distribution and usage.
- Monitor and ensure compliance with safety procedures and Park District guidelines.
- Support Park District initiatives that promote equity, sustainability, and transparency in recreation services.
- Assist in the opening, closing, and daily maintenance of the Community Center.
- Promote and uphold the Sycamore Park District's mission of connecting Sycamore to wellness, nature, and each other. Providing administrative support for community engagement efforts, promoting diversity and accessibility in programming.

Schedule and Pay

- Hours: Monday - Friday 9:00 am – 5 pm, occasional nights and weekends. Hours will vary based on events, rentals and staffing availability.
- Pay: \$18.00 - \$22.00

Benefits Offered

The Sycamore Park District offers a comprehensive benefits package, including:

- Medical, dental, and vision insurance.
- Life insurance
- Short Term Disability
- Illinois Municipal Retirement Fund (IMRF) Pension Plan.
- Paid holidays, vacation, sick leave
- Discounts on park district programs, services, rentals, and memberships.

Competencies

To excel in this role, an individual should demonstrate the following competencies:

- Safety Awareness: Follow safety policies, use equipment properly, and report hazards.
- Reliability: Maintain consistent attendance and complete tasks on time.
- Professionalism: Treat others with respect, handle pressure calmly, and take responsibility for actions.
- Teamwork: Work well with others and prioritize team success.
- Communication: Listen actively, ask questions for clarity, and respond effectively.
- Organization: Plan and prioritize tasks to use time efficiently.
- Problem Solving: Identify issues and find practical solutions.
- Judgment: Make sound decisions and involve others when necessary.
- Organizational Support: Consistently adhere to policies and procedures, ensuring alignment with organizational goals and standards.

Qualifications and Skills

- Excellent communication and interpersonal skills with a customer-focused mindset.
- Strong ability to train, mentor, and lead part-time customer service staff.
- Experience in running training programs for customer service and operational staff.
- Proficiency in operating office equipment and recreation management software.
- Ability to work independently and collaboratively within a team-oriented environment.
- Organizational skills with attention to detail in handling transactions and record-keeping.
- Adaptability and problem-solving skills to address customer inquiries and operational needs.
- Commitment to fostering an inclusive and equitable community space.

Education and Experience

- High school diploma or general education degree (GED) required, associate's degree or higher preferred or equivalent experience.
- Two years of general office experience with a basic knowledge of general office procedures.
- Physical strength and fitness are sufficient to perform manual labor as required by the job. May occasionally lift and/or move up to 30 pounds.
- Ability to maintain self-control and composure in difficult situations.

Work Environment

This position operates in a professional recreation and customer service setting, requiring frequent interaction with the public, staff, and community members. Some evening and weekend hours may be required based on facility operations and events. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

The Sycamore Park District is an equal-opportunity employer and embraces diversity, equity, and inclusion in all aspects of its services and operations.