



Position: Community Center – Guest Team Member

- **Type:** Part-time
- **Salary/Pay Rate:** \$14 - \$16/hour
- **Posted Date:** 9/28/23
- **Submit Resume along with 3 professional references to cpsjobs@villagrove.org, in person at Administrative Office, or mail 120 N. Main Street, Villa Grove, IL 61956.**

HOURS: Hours per week will consist of 10 – 30 hours, and varies due to staffing availability.
Available Shifts: Morning ~ 5:15 – 10:15 a.m.; Mid-day ~ 10 a.m. – 4 p.m.; Evening 3:30 p.m. – 8:15 p.m.

SUMMARY: Under direct supervision of the Director, this position facilitates front-line operations at the Villa Grove Community Center by greeting guests and providing customer service. The team member provides information to patrons regarding the community center, programs, services, and events. This position must also process registrations, sell facility memberships, and schedule facility/park shelter rentals. Ideal candidates need to have a high computer literacy and exceptional attention to detail.

Must be 16 years or older to apply.

ESSENTIAL DUTIES:

- Ensure a quality visit to the Villa Grove Community Center guests by receiving and greeting individuals and professionally assisting them as needed.
- Provides quality customer service tasks for these areas. (Tasks include but not limited to: guest check-in, sales, facility reservations, activity registrations, equipment checkout, answering phones, concession or pro-shop sales).
- Prepare shift deposits and drawers at beginning/end of shift.
- Enforce facility policy and procedure by informing guests of existing policies; observe guest use and informs Director of improper facility or equipment use.
- Provides clerical support by assisting with maintenance of various records and sorting/filing needs.
- Conduct facility tours.
- Have flexibility to work holidays and weekends.
- Attend all staff meetings, training, and orientations.
- Assist with special events.

CERTIFICATIONS (Preferred):

- Certifications in CPR/AED & First Aid or ability to obtain within 90 days of hire.



DESIRED KNOWLEDGE AND SKILLS:

- Have excellent customer service skills, a pleasant personality, and enjoy interacting with guests.
- Will know modern office procedures, methods and general office equipment such as: computer, copier, fax, telephone, etc.
- Establish and maintain working relationships with employees and the public.
- Will be proficient with applicable computer software applications: Word, Excel, and Outlook.
- Provide superior customer service and resolve customer complaints.
- Possess basic cash handling skills and have the ability to operate a point-of-sale system.
- Has the ability to perform multiple functions at once and the ability to handle the public in a friendly and professional manner.

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.

- Work is generally performed in an indoor fitness environment but while performing the duties of this job, the employee occasionally works near moving mechanical parts, fumes or airborne particles and toxic or caustic chemicals. The employee may be exposed to outdoor weather conditions during program oversight and evaluation. The employee may regularly travel to and from buildings to complete job responsibilities and tasks assigned.
- The noise level in the work environment may be loud at times with frequent interruptions and frequent contact with members of the public.

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 frequently required to sit; use hands, handle, or feel; and talk or hear.
- The employee must occasionally lift and/or move up to 25 pounds.
- Physical effort may require, but not limited to, lifting weights, squatting, bending, reaching, spotting, and prolonged standing and walking.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.