

Darien Park District Job Description

Job Title: Fitness Center Front Desk Clerk
Department: Recreation
Reports To: Fitness Center/Athletic Supervisor
FLSA Status: Nonexempt
Approved Date: July 21, 2010

SUMMARY

Promote memberships, programs and services by motivating patrons to begin working toward their fitness goals. Continue personalized relationships with each new member and existing club member. Assists in registering patrons for the fitness center, answers incoming calls and directs callers to appropriate personnel and provides general assistance to the recreation department by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Provide excellent customer service to new and existing members.

Build a positive relationship with members by striving to determine fitness needs.

Educate members on how the fitness center can help them achieve a healthier way of life.

Answer incoming telephone calls, determines purpose of callers, and either answers the call personally or forwards the call to appropriate personnel or department. Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable. Answers questions about the fitness center and provides callers with address, directions, and other information.

Welcomes on-site visitors, determines nature of business, and directs them to the appropriate destination. Monitors fitness center access.

Registers patrons for fitness center membership. Schedules and takes payments for various services offered.

Performs other clerical duties as needed, such as filing, photocopying, faxing and collating.

Assist at various special events throughout the year; which may require working evening or weekend hours.

It is the responsibility of every employee to observe and follow all Park District safety policies and regulations, and report any hazardous situations. The safety of staff and participants is a continuing responsibility of all employees.

Treat public complaints and concerns with utmost attention. Be courteous in all cases.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below 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

High school diploma or general education degree (GED); including courses in word processing and computer operations.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers.

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 and percent.

REASONING ABILITY

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

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 sit and talk or hear. The employee frequently is required to walk and use hands to finger, handle, or feel. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

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 noise level in the work environment is usually moderate.

OTHER SKILLS AND ABILITIES

CPR/AED certification required within the first 30 days after hire date. Proficient in use of an IBM compatible computer. Proficient in Microsoft Word & Excel.
Able to use a calculator. Able to operate a copy and fax machine.