Zion Park District Open Position
Customer Specialist - Part-time – Support Staff
Hourly Rate Depending on Qualifications
Location: Zion Park District, 2400 Dowie Memorial Drive, Zion, IL 60099

**Qualifications:** Must possess a High School diploma or equivalent (GED). Prefer an individual with an Associate’s Degree. Position requires at least two years customer service experience. Must have strong computer skills and be proficient in the use of Microsoft Office. Training in the use of Adobe Creative software suite and one to three years of graphic design experience obtained through academic or professional activities, is a plus. Experience with the District’s registration system, RecTrac, is favorable. Excellent oral and written communications skills. Enthusiasm and passion for good work and continuous improvement. The individual we seek will have strong customer service, excellent communication and organizational skills along with the ability to interact with patrons and staff in a professional, courteous and helpful manner.

**Responsibilities/Duties:** Under the supervision and direction of the Community Relations Manager, the Customer Specialist is responsible for handling RecTrac customer service related inquiries and problems for both internal and external customers. Assists patrons and callers with questions they may have concerning web registration or their accounts. Troubleshoots customer service problems that front desk staff may encounter including RecTrac issues, registration problems, facility reservations, inactive households, duplicate households and other registration or account issues. Duties include reconciling daily batches to ensure that batch paperwork balances with the deposit paperwork. Reviews batches for any irregularities and investigates further as needed. Required to perform receptionist duties. Assists other staff with special projects and performs other duties as assigned.

**Hours:** This position will work on average, 30 hours per week Monday through Saturday, depending on the needs of the Park District. Must be able to work a variable schedule, during Park District business hours. Work schedule to be approved by Supervisor.

**To apply:** For immediate consideration, go online to www.zionparkdistrict.com, click the “About” tab on the top of the home page and then navigate to the “Employment” section. Submit completed application along with resume to Christine Wertman, Community Relations Manager as listed below. No health benefits or 401K offered for this position at this time. The position is IMRF eligible.

Christine Wertman, Community Relations Manager, Zion Park District, 2400 Dowie Memorial Drive, Zion, IL, 60099 Phone: 847-746-5500 E-mail: cwertman@zionparkdistrict.org.

Closing Date: Open Until Filled
Contact Name: Christine Wertman
Contact Phone: 847-746-5500
Contact Email: cwertman@zionparkdistrict.org

Member, National Recreation and Park Association and Illinois Association of Park Districts