



Guest Services Team Lead

Lake Bluff Park District

Contact Name: Susan Henderson

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Closing Date:

Salary: \$18.00 hour+, subject to experience

Description:

POSITION HOURS

This is a part-time year-round position averaging 30 - 35 hours per week. Some flexibility with work hours is required to cover occasional evening or weekend shifts as needed. This position is eligible for Paid Time Off and participation in the Illinois Municipal Retirement Fund (IMRF).

POSITION SUMMARY

The Guest Services Team Leader is responsible for leading the guest services associate team under the direction of the Guest Services Manager. Along with this leadership role, the Guest Services Team Leader is expected to deliver front line top-notch customer service at the Guest Services Desk for the Park District. This position will also fulfill the role of a Guest Services Associate when not working on team leader-specific responsibilities and tasks. This position is also responsible for communicating, coordinating and implementing guest needs.

ESSENTIAL DUTIES

- Fulfill all Guest Services Associate responsibilities
- Acts as Guest Services Manager designee in his/her absence
- Maintain facility booking including internal and external site reservations
- Administer Board of Commissioner election packets
- Proofread Program Guide drafts to verify program information and coding are consistent
- Order office supplies for the entire Park District
- Assist with special events such as: Paddle and Preschool registration openings
- Adhere to and uphold Lake Bluff Park District Customer Service Standards
- Do office work and special projects assigned by Guest Services Manager
- Communicate information, as needed, to other team members and guests
- Maintain an approachable appearance and be friendly with guests
- Attend all staff meetings and training
- Maintain a high level of readiness and be prepared to handle any emergency situation
- Supervise financial transactions at Guest Services Desk
- Other duties as assigned

SKILLS/QUALIFICATIONS

High school graduate, some leadership experience preferred and must possess excellent customer service skills; friendly and outgoing; the first person to greet guests. Must be able to handle concerns, complaints and/or compliments in a professional and respectful manner and any combination of training and experience that provides the following knowledge, abilities and skills:

- Should be able to use MS Office programs (Word, Excel, Publisher, PowerPoint) or able to learn to use the computer software required in this position.
- Outstanding communication skills with the ability to work well with team members and guests
- Qualified candidates are required to pass a criminal background check
- Capable of communicating and working effectively with the public and all levels of Park District staff
- Able to maintain self-control and composure in difficult situations
- Ability to be flexible and adapt to new situations
- Must be articulate, personable, and able to speak to patrons
- Should possess enthusiasm and drive with a desire to accomplish goals and objectives
- Should be able to work in a team atmosphere as well as independently

APPLY ONLINE

Visit www.lakebluffparks.org and click on "Employment" at the top of the page for a full job description or to apply online.