



**Collinsville Area Recreation District  
Job Description: Front Desk Receptionist I**

**Department:** Recreation

**FLSA Status:** Non-Exempt/Hourly

**Immediate Supervisor:**

**Salary Range:** \$10.00 - \$12.00

**Supervises:** NA

**Classification:** Regular Part-time

**JOB SUMMARY**

The Front Desk Receptionists are responsible for providing front-line customer service to visitors and patrons, processing program registrations and facility rentals, providing administrative support to District personnel, and assisting in the administration of the standard operating policies and procedures of the District. The applicant must be available to work evenings and weekends in accordance with the administrative office hours of service and scheduled special events.

**SPECIFIC DUTIES**

- Interacts with the public and answers questions; responds to inquiries from employees, visitors, customers, and others and refers, when necessary, to appropriate persons.
- Registers customers for programs, events, passes, etc. using computer system.
- Troubleshoots customer service issues that may arise, including use of website registration.
- Assists with other administrative duties and special projects as required, including:
  - Creating and updating documents, spreadsheets, databases, and/or calendars;
  - Photocopying, collating, filing, assembling packets/booklets, and producing mass mailings;
  - Assisting with venue set-up and tear down for programs, classes, and special events.
- Accepts payments and processes transactions.
- Completes refund and transfer requests.
- Balances daily cash drawer and submits required paperwork/reports to Finance Department.
- Maintains and consults facility rental schedule.
- Processes orders and stocks/distributes supplies for all District departments.
- Receives, stamps and distributes incoming mail, processes outgoing mail.
- Answers phone calls and handles appropriately.
- Operates essential office equipment as required.
- Maintains clean and neat front desk.
- Maintains files as required.
- Communicates matters of importance in a timely manner.
- Makes recommendations for improvements and efficiencies.

- Actively supports District loss control/risk management program by performing all job tasks within the rules and guidelines of the District's safety program.
- Continually observe and evaluate work conditions and work procedures and immediately take corrective action to address and/or report unsafe conditions to supervisor.
- Performs other duties as assigned.

### **QUALIFICATIONS**

- Graduation from high school or GED equivalent.
- 1-3 years related experience.
- Proficiency using various computer programs, including Microsoft Word, Excel, and familiarity with e-mail programs and the Internet.
- Ability to learn additional software and systems required for business transactions.
- Must be able to establish and maintain positive and effective working relationships with Board members, employees, cooperating agencies, vendors, and program participants.
- Effective communication skills, both verbal and written.
- Ability to work efficiently both independently and as a team member.
- Must be able to successfully pass an ISP Criminal Background Check and Drug/Alcohol Screening.
- Must hold valid State of Illinois Drivers License.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of essential duties, responsibilities, and requirements.