



# River Forest Park District

## Job Description

**Job Position Title:** Administrative Assistant

**Salary Range:** \$14.43/HR-\$22.11/HR

**Starting Salary Range:** \$14.43/HR-\$17.50/HR  
(Note: Must be within the first 40% of the Salary Range.)

**Working Hours:** The Administrative Assistant is a full time non exempt position working 40 hours per week. The scheduled work hours for this position are Monday – Friday, 8:15 AM to 4:45 PM, including ½ hour unpaid lunch.

**Summary:** The Administrative Assistant is our front line customer service representative, responsible for managing all recreation program registration and assisting the recreation staff with program preparation and management.

**Qualifications:** High school graduate. Minimum of 21 years of age. A minimum of 1 year experience in customer service with preference given to those individuals with a parks and recreation background. Computer experience using Word, Excel, G Suite, and ActiveNet, with an aptitude for learning additional software applications, as needed. A valid Illinois State Driver License (Class A).

**Immediate Supervisor:** The Administrative Assistant reports to the Executive Director and the Superintendent of Recreation.

### Essential Functions:

1. Communicate with the Executive Director and the Superintendent of Recreation regularly on park district matters.
2. Serve as receptionist at the front desk of the administration office. Attend to customer needs and answer phone calls. Demonstrate exceptional customer service skills in all communications.
3. Administer all recreation program registration for the Park District. Input all program registration. Process all refunds and submit to Superintendent of Finance for refund check processing. Proficient or ability to be proficient in ActiveNet within one month of employment. Troubleshoot any ActiveNet issues. Contact participants who have incomplete or incorrect registrations. Maintain Google Calendar for all programs, events, and rentals.
4. Assist with the development of all seasonal Fun Guides. Review three proofs of each seasonal Fun Guide. Enter Seasonal Fun Guide events and programs into ActiveNet. Assist the Marketing & Communications Supervisor with the mailing/distribution of the Fun Guides.
5. Assists the recreation staff in the management of recreation programs. Print updated program/event roster and attendance sheet before each program/event begins (and when requested by the instructor), and file them at the end of each program/event. Send email boosts with link to promote class enrollment in classes with low enrollment numbers. Inform participants via phone/email when a program has been cancelled due to weather or other conflict. Maintain Rain Hotline with current field and programs status.
6. Responsible for the record keeping and distribution of the platform tennis fob keys, platform tennis reservation number ID, and distribution of platform tennis balls to members.

7. Assist the recreation staff in the set up and coordination of programs, events, and staff/volunteer trainings. Coordinate meals/food for staff/volunteer trainings.
8. Manage front desk cash drawer. Manage and balance all cash and check transactions daily, and create daily reports for the Superintendent of Finance.
9. Manage Financial Assistance Scholarship Program.
10. Maintain a centralized file system for the Park District's administration files, including, but not limited to official records, minutes, ordinances, and resolutions.
11. Manage and keep current Park District literature in The Depot, the park bulletin boards, and at other public facilities.
12. Process all outgoing and incoming mail and distribute at appropriate parties.
13. Manage all equipment rentals.
14. Manage park banner/sign permit program.
15. Maintain the inventory of all office supplies and equipment. Coordinate the purchase of office supplies.
16. Promote a quality loss control/safety program for the park district. Serve as Safety Committee Secretary. Manage all first aid supplies for the agency.
17. Perform any duties as assigned by the Executive Director or Superintendent of Recreation.

**Marginal Functions:**

1. Attend Park District meetings as necessary.
2. Assist recreation department with special event programs. This includes, but not limited to assisting with program setup, operations of the program, and cleanup of the program.

**Psychological Considerations:**

1. Ability to work effectively in a climate of political assertiveness and interaction, requiring timely administrative responsiveness and flexibility.
2. Must be able to function effectively in a fast-paced environment.
3. Must be able to deal with people under stressful and demanding situations.
4. Must be able to function under stressful situations when first aid or CPR is required.

**Physiological Considerations:**

1. Perform tasks that require walking, bending, stooping, standing, kneeling, climbing, reaching, and sitting.
2. Drive a motorized vehicle to travel to different locations.
3. Perform lifting tasks up to 25 pounds.

**Environmental Considerations:** May be exposed to the elements when driving to meetings or assisting staff with outdoor functions. Most activities are performed indoors; these conditions include lighting, humidity, and temperature.

**Cognitive Considerations:** The Administrative Assistant must exhibit good problem solving ability and good judgment in keeping with the mission of the park district.