

Park District of Oak Park

In partnership with the community, we enrich lives by providing meaningful experiences through programs, parks, and facilities.

Job Description

Job Title: Conservatory Receptionist

Division: Conservatory

Location: 615 Garfield Street

Reports To: Manager of Oak Park Conservatory

Job Purpose:

This position provides a welcoming presence to all visitors to the Conservatory, provide direction and guidance, answer visitor questions, and provide clerical assistance to the Conservatory Manager.

Essential Functions:

- Welcome visitors
- Provide direction to showrooms and meeting rooms
- Maintain a guest book/visitor log
- Open and close gift store cash drawer
- Provide cashiering services as needed
- Offer educational materials to visitors
- Provide information on rentals, tours, and classes
- Maintain reservation calendar for rental spaces
- Prepare update for marketing and public relations purposes/distribution
- Participate on special projects
- Work cooperatively with the Friends of the Oak Park Conservatory and all volunteers
- Perform other tasks as directed

Knowledge, Skill and Work Experience:

Required:

- High school diploma or GED required; some college preferred
- Experience with receptionist duties and secretarial work in a customer service-oriented position
- Proficiency with Word and Excel computer programs; knowledge of Outlook preferred
- Demonstrated ability to present a friendly, welcoming presence, to engage visitors and direct them to items of interest in the Conservatory
- Knowledge of customer relations and appreciation for the public's needs and best interests
- Excellent organizational skills; detail oriented
- Strong administrative and leadership skills
- Strong problem solving skills
- Strong oral and written communication skills
- Customer service focus and highly motivated
- Excellent interpersonal skills and team oriented

- Self-motivation and independent work habits; must be able to perform tasks without supervision
- First Aid, Cardiopulmonary Resuscitation (CPR)/Automated External Defibrillator (AED) certifications preferred (training available)

Physical Considerations:

Frequently – Sitting, walking, standing, and reaching

Other requirements may include talking, hearing, and seeing to perform the following necessary duties: operate assigned office equipment including, but not limited to computers, printers, copiers, adding machines, fax machines, and telephones.

Cognitive Considerations:

- Ability to present ideas and recommendations in a concise verbal and written manner
- Ability to understand and carry out verbal and/or written instructions efficiently and effectively and to read and understand printed material
- Ability to maintain effective audio-visual and perception needed for making observations, communicating with others, reading and writing, and operating assigned equipment
- Math skills including measuring, calculating, and estimating
- Ability to follow through on a task without immediate supervision
- Ability to interpret and explain department and Park District policies and procedures
- Ability to follow good safety awareness and judgment in all aspects of responsibility

Customers:

Internal: Employees of Park District; Board of Park Commissioners, Friends of the Oak Park Conservatory

External: Patrons of Park District of Oak Park; residents of Oak Park, WSSRA, Partner Organizations including governmental and non-profit groups, and the Oak Park Business Community

Revised Date: August 30, 2014

Last Reviewed Date: August 30, 2014

This job description is intended to be an illustrative, and not an exhaustive, listing of experiences, skills and duties of this position.