

## **JOB DESCRIPTION – CLARENDON HILLS PARK DISTRICT**

**TITLE:** Admissions Staff  
**DEPARTMENT:** Recreation (Lions Park Pool)  
**STATUS:** Part Time (Seasonal)

**PREPARED BY:** Nicole Interrante  
**DATE:** 12/01/2025

### **JOB SUMMARY:**

Under the direction of the Admissions Supervisor and Lions Park Pool Management, the Admissions Staff is responsible for processing transactions, memberships and program registration during pool operating hours. This position tracks and records the attendance numbers, assists the public, answers the phone, and takes messages.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Be knowledgeable and understand the Park District's policies and procedures and ensure that they are adhered to all times.
- Act in a mature, responsible way in all aspects of the job.
- Welcome and assist the guests that come to use the facility.
- Sell pool passes including taking pictures, printing and distributing, only for members who do not have the Park District app
- Check and scan member's passes for pool entry.
- Process daily fees including cash, check and credit card transactions.
- Assist with tracking camp and group attendance.
- Maintain records of daily attendance on forms provided.
- Answer phone, refer calls, or take messages.
- Keep Admissions office and lobby clean and organized.
- Date and store all lost and found items.
- Must comply with the Park District Dress Code by coming to work in clean, presentable clothing and/or uniform. Must wear staff shirt while on duty.
- Secure a qualified substitute for any assigned shift when unable to work.
- Adhere to time clock procedures and keep accurate and neat record of time worked.
- Assist with birthday parties, special events and other duties requested by the Aquatic Manager.
- Assist with daily maintenance as directed by the pool manager or those persons acting in authority.
- Conduct opening and/or closing procedures of the facility as appropriate to shift.
- Observe and follow all Park District safety policies and regulations. The safety of staff and participants is a continuing responsibility of all employees.
- The District encourages its employees to "take ownership" of the District. As such, it shall be the responsibility of all Park District employees to pick up litter throughout the buildings, grounds, and facilities of the District.
- Complete any other tasks assigned by Admissions Supervisor or Aquatic Manager.
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### **HOURS:**

Minimum 15 hours per week; maximum 40 hours per week. The Admissions Member must be able to work during scheduled hours which may vary from 9am-9pm and may include swim team practices and meets, swim lessons, open swim, rentals, special events or any other event being held at Lions Park Pool.

No employee will be allowed to work over 40 hours per week without Aquatic Manager/Superintendent of Recreation approval.

### **QUALIFICATIONS:**

- Minimum of 15 years of age or older as of May 1<sup>st</sup> of current year. Staff 15 years old at beginning of training must secure a work permit from high school.
- Requires strong people and customer service skills, and the ability to communicate verbally with staff and persons of all ages.
- Ability to process transactions, memberships and registration using computers/software.
- Requires strong basic math skills.
- Prior cash handling experience preferred.
- Friendly, polite and ability to solve problems and handle conflict.
- Demonstrate initiative and desire to serve the public.

### **SAFETY RESPONSIBILITIES:**

- Be prepared to deny entry to anyone that does not show their pass or have their driver's license with them.
- Never look away from or turn your back from the cash register while on duty.
- Do not converse with patrons unless it relates to the job at hand and do it without taking eyes off the entrance.
- Report any suspected problem patrons to managers at once.
- Sit in proper and professional manner when in the admissions chair and always alert to patron and peer needs.
- Actively support the safety program that will effectively control and reduce accidents.
- Obey the practical safety rules, regulations and procedures established by the safety program that is pertinent to the activities conducted by the department.
- Promptly report to the Aquatic Manager Superintendent of Recreation, Safety Coordinator or member of Safety Committee all unsafe actions, practices or conditions observed.
- A Criminal Background Check will be conducted on each employee before hiring is finalized.

### **IMMEDIATE SUPERVISORS:**

Admissions Supervisor and Superintendent of Recreation

### **EVALUATION:**

Performance of this job will be evaluated in accordance with provisions of the Personnel and Employment Policy and the Lions Park Pool Aquatic Staff Manual.

### **PSYCHOLOGICAL CONSIDERATIONS:**

- Position requires person to work in high humidity and diverse weather conditions.
- Position requires person to provide a safe working environment.
- Position requires dealing with demands from pool patrons and resolving conflicts.

### **PHYSIOLOGICAL CONSIDERATIONS:**

- Must be able to lift 30lbs.
- While performing the duties of this job, some bending, kneeling and reaching items off floor and high shelves is required.
- Performing repetitive hand/arm movements as when working on computer keyboards, calculator, or writing reports, etc.
- Sitting for sustained periods of time while completing work at desk or workstations.

**ENVIRONMENTAL CONSIDERATIONS:**

- May be required to work during various weather conditions.
- When activities are held indoors, these conditions may include lighting and temperature.
- When activities are held outdoors, these conditions may include hot temperatures or rain.

**COGNITIVE CONSIDERATIONS:**

Worker must exhibit good problem-solving ability and good judgment in keeping the mission of the Clarendon Hills Park District. Must have the ability to speak, read, write and organize materials.