



## **JOB DESCRIPTION**

**TITLE: Community Services Coordinator**

**DEPARTMENT: Recreation**

**CLASSIFICATION: Part Time**

**FLSA STATUS: Hourly, Non-Exempt**

**IMMEDIATE SUPERVISOR: Program & Services Manager**

### **JOB SUMMARY**

Under the direction and supervision of the Program & Services Manager, the Coordinator will assist with scheduling block party packages, scheduling staff to work these events and train staff during orientation and when new staff are hired. Also, supervise train rides and wall climbs, attend to the supervision of riders and climbers and transport and take care of general tidiness of the trackless trains and portable climbing walls for block parties and special events as needed.

### **EDUCATION, EXPERIENCE & TRAINING**

- Must have a high school diploma or GED.
- Valid driver's license.
- Willingness to learn to drive a truck with a 30 foot trailer under the guidelines of PDRMA (Park District Risk Management Agency).

### **KNOWLEDGE, SKILLS & ABILITIES**

- An ability to operate and maintain a safe train and climbing wall.
- An ability to establish a rapport with children.
- An ability to administer discipline in a caring and patient manner.
- Ability to work effectively with the public and staff and exercise good judgment in dealing with people.
- A strong knowledge of customer service philosophies and practices.
- An ability to establish a positive rapport by using tact and discretion with participants, parents and staff.

### **DUTIES AND RESPONSIBILITIES**

- Assist with scheduling block party packages and scheduling staff to work these events.
- Maintain a fun but disciplined atmosphere.
- Greet parents and children in a cheerful and pleasant manner.
- Check fuel level of train at the beginning and end of shift. Refill if below  $\frac{3}{4}$  of a tank.
- Clean train and other vehicles used at the end of each day.
- Secure trailer and check trailer lights, hitch, and brake lights for each event
- Provide and maintain a safe environment.
- Communicate safety information with all passengers of the train and wall and upholding safety procedures outlined in the Block Party Package.
- Inform Program & Services Manager of daily operational needs and or problems including customer feedback.
- Serve in a professional and courteous manner with the highest regard for the customer including loading and unloading the train and performing all aspects of running a safe climbing wall.
- At all times uphold the Park District policies and procedures.
- Perform other duties as assigned by the Program & Services Manager.
- Wear the required uniform in order to be clearly identified as a park district employee.
- Perform all job tasks within the rules and guidelines of the Park District's safety program.
- Work as a Team Player with co-workers and in conjunction with other departments.

### **PHYSICAL REQUIREMENTS**

Walking: to review equipment, to check on participating patrons

Seeing: to drive vehicles, to monitor train rides and wall climbers, to assist patrons

Standing: to monitor and check train and climbing wall and/or patron attendance

Lifting: hook up hitch (able to lift 50 lbs.)

Talking/Hearing: to communicate with the public and staff

Reaching: to clean train, to hook up hitch, to climb the wall to assist participants

Stooping: to clean train and check gages on climbing wall

**PHYSICAL REQUIREMENTS (cont.)**

Crouching: to clean train and place pin in climbing wall

Pulling: to move and hook up hitch, to load and unload train cars

Pushing: to move and hook up hitch, to load and unload train cars

Sitting: to operate train to drive truck with trailer

Climb: Be able to climb up and down wall and not exceed wall limit of 250 pounds

**COGNITIVE CONSIDERATIONS**

Must have the ability to remain calm under pressure. Must be able to work when block parties and special events are scheduled. Must be able to relate to customer and other staff members in a professional manner.

**FLSA**

Hourly, Part Time

**HOURS**

Part-time hours as scheduled by the Program & Services Manager. Weekends hours include the month of May – September and summer holidays; Memorial Day, 4<sup>th</sup> of July and Labor Day. Will also include weekdays during the day for Park District events and Wednesday evenings for concert.

Created: April 2016