



VILLAGE OF HINSDALE POSITION DESCRIPTION

POSITION:	Katherine Legge Memorial Lodge (KLM) Lodge Event Host
DATE:	November 14, 2023
DEPARTMENT:	Parks & Recreation Department
REPORTS TO:	KLM Lodge Manager
PAY GRADE:	Part-Time; Starting at \$16.50
FLSA STATUS:	Non-Exempt

Position Purpose

Serves as an onsite facility supervisor and customer service representative during scheduled events and tours.

Supervision Exercised

None

Job Duties – Essential Functions

- Performs Lodge opening and closing duties.
- Provides exceptional and attentive customer service during events to ensure customers have a memorable event.
- Gathers feedback from customers on event operations.
- Responds to inquiries from potential customers. Provides Lodge tours as required. Answers questions regarding availability and operations.
- Conducts facility inspections to assure cleanliness, maintenance and safety. Reports all maintenance issues to supervisor.
- Performs light cleaning indoors or outdoors as needed.
- Assists with clerical / administrative duties for Parks and Recreation operations.
- Operates all tools and equipment needed to perform job duties while adhering to all safety rules and practices. Reports all accidents and injuries according to established Village policy.

Marginal Functions

- May set up tables and chairs according to customer specifications. Monitors event activities. Assists customers with tasks during events.
- Other duties as assigned.

Environmental Factors

The work environment can include an indoor or outdoor setting. The noise level can be quiet when in the office or loud when events are in progress.

Physical Requirements

Regularly required to sit, stand and walk; use hands to touch, handle, or feel; reach with hands and arms and talk and hear. May lift and/or move up to 30 pounds. Specific vision abilities include close vision and the ability to adjust focus.

Equipment used includes, but is not limited to, telephone, copy machine,, computer, calculator, leaf blower, vacuum, push-mower, broom, duster, and mop.

Knowledge, Skills and Abilities

- Frequent contact with customers, vendors and other Village employees; must be able to communicate verbally and demonstrate good customer relations.
- Knowledge of principles and practices regarding customer service including customer needs assessment and evaluation of customer satisfaction.
- Ability to handle multiple tasks simultaneously and in a timely manner.
- Must be able to modify established processes and procedures due to changes in federal, state and local law, Village policy and Department rules/procedures.
- Ability to learn, understand and adhere to all applicable safety precautions and procedures.
- Extensive knowledge of office practices and procedures, terminology and equipment.
- Ability to maintain accurate records and files.
- Ability to work with minimal supervision.

Position Requirements

- Education equivalent to a high school diploma required. At least one year of experience in a similar position required. Previous customer service experience is preferred.
- Flexibility to work regular nights, weekends and holidays as needed. Hours will range from less than 15 hours per week up to 19 hours per week, largely based on varied event seasons.

Safety Functions

- Becomes familiar with and observe all applicable safety and security policies/procedures.
- Immediately reports all unsafe conditions and acts to supervisor.
- Reports all accidents to supervisor immediately.
- Recommends improvements to safety and security practices.
- Obeys and adheres to all safety rules and work practices.

Process

The selection process includes an application process, interview process, drug screening and background check. The position is open until filled. The position is expected to be filled as soon as the interview process and background checks are completed.

Interested candidates should submit an application, resume and a cover letter to the Village of Hinsdale, Village Manager's Office, Attn: Human Resources, 19 E. Chicago Hinsdale, IL 60521, e-mail: hr@villageofhinsdale.org. Visit www.villageofhinsdale.org/jobs for a job

application. The Village is an EOE employer.

The duties listed above are representative of those performed by the position, but are not exhaustive nor exclusive of duties that may be similar, related, or a logical assignment to the position.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The job description does not constitute an employment agreement between the employer and employee and is subject to change, according to the business needs of the organization.

Job Description Received:

Employee Name: _____

Employee Signature: _____ ***Date:*** _____