

DESCRIPTION OF WORK

Under the general supervision of the Parks and Recreation Director with operational oversight from the Office Manager, oversees and participates in the operation, supervision, and maintenance of the Civic Center

EQUIPMENT/JOB LOCATION

Proficiency in the use and operation of standard office equipment including but not limited to the following:

- personal computer including word processing, spreadsheet, and internet-based applications
- calculator
- telephone
- copier
- fax machine

The work environment, locations, and characteristics described here are representative of those an employee encounters while performing the essential functions of the job:

- combination of operating from a desk and supervising the activity areas
- noise level is usually quiet while at the front desk and moderately loud when in the activity areas

ESSENTIAL FUNCTIONS

- Supervise Civic Center activity areas including all patrons in those areas
- Understand and enforce all Civic Center policies and regulations fairly and consistently to include assurance of “members only” facility
- Open, close, lock, and unlock Civic Center activity areas as needed
- Conduct facility checks every 15 minutes to insure proper and safe usage of facility
- Perform customer registration duties to include recreation program registration and membership application; insure registration procedures are followed and appropriate fees are collected
- Handle point-of-sale monetary transactions to include accepting payments, making change, issuing receipts, and balancing cash drawer at end of shift
- Follow facility reservation process to verify availability of select facilities and accept advance reservations, deposits and payments
- Complete all necessary paperwork including shift deposit reports, accident/and or incident reports, closing duties checklist, and any other forms or reports as needed
- Cooperatively work with other staff to insure a professional and enjoyable work environment
- Report serious accidents or incidents to the Parks and Recreation Director immediately
- Arrive to work on time and when scheduled; arrange for appropriate substitute if necessary; attend and participate in regularly scheduled in-service meetings
- Communicate equipment and facility problems to the building maintenance staff.
- Execute any additional duties or responsibilities as assigned by the Parks and Recreation Director

Public Relations

- Perform reception duties to include answering the telephone, transferring calls, taking messages, and greeting facility patrons; be friendly, tactful, and courteous to all Civic Center patrons and fellow staff members
- Maintain an acceptable appearance at all times as to both dress and personal hygiene; wear approved staff apparel
- Initially handle all grievances and/or disciplinary cases involving Civic Center patrons
- Assist in the orientation of Civic Center patrons to the use of the facility; conduct guided tours to new, potential Civic Center members

Risk Management

- Prevent accidents and allow for the enjoyment of all Civic Center patrons through the fair and consistent enforcement of policies, rules, and regulations governing the conduct of individuals using all activity areas
- Report any physical hazards or unsafe conditions to the Parks and Recreation Director or other professional staff member; if necessary, take immediate steps to reduce hazardous situation or condition as needed
- Implement and perform emergency management procedures when necessary

Maintenance

- Assist maintenance staff to insure patrons are presented with a clean, neat, and organized facility; perform basic duties such as vacuuming carpets, sweeping and mopping floors, picking up trash, and putting away equipment as needed

- Report any mechanical problems, malfunctions, or necessary repairs to the building maintenance staff as necessary

ESSENTIAL KNOWLEDGE AND ABILITIES

- Excellent oral and written communication skills including ability to utilize English language, proper grammar, vocabulary, spelling, and punctuation
- Front line customer service experience and general reception skills including knowledge of and ability to use proper telephone etiquette
- Ability to perform input and retrieval functions utilizing a variety of computer programs and applications pertaining to the duties performed
- Ability to maintain the confidentiality of appropriate communications, documents, and transactions
- Ability to perform job duties efficiently while managing frequent interruptions

QUALIFICATIONS

- Graduation from high school or GED equivalent
- Computer knowledge with experience in word processing, spreadsheet, and internet applications
- CPR, AED, and First Aid certifications or ability to obtain within six months of employment
- Experience in a position requiring completion of multiple tasks at one time