

POSITION DESCRIPTION

PART TIME FRONT DESK SUPPORT

Department: Recreation
Location: Community Recreation Center

GENERAL PURPOSE

Organizes and completes day to day operations of the front desk area by: Answering telephones, collecting program fees, writing receipts, maintaining records, assisting the public and assisting staff as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Ability to communicate effectively both orally and in written form.
- Supervises and operates the front desk area during scheduled time.
- Collect program fees and writes accurate receipts.
- Answers questions from the public in a timely manner and makes referrals to proper staff members.
- Answers telephones and relays messages in a timely manner.
- Ensures that the facility is properly secured against open access and that all persons who enter the facility are paid and sign in as required.
- Ensures that the facility is properly secured if required to close facility.
- Provide clerical duties and cleaning support as needed.
- Assist with room set-up and tear-down for rentals
- Serve as a positive role model for the center and the Village of Jefferson.
- Helps formulate informational flyers to publicize all activities to the public.
- Provide telephone confirmation and follow up for Senior Services, Programs, and Rentals
- Maintains accurate registration records and attendance records for programs, activities, and services.
- Maintains file system and files correspondences and documents for the department.
- Ability to use the tools and equipment listed in performing the daily work required.

PERIPHERAL DUTIES

Assist other staff and perform other duties as assigned.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from a high school or GED equivalent.

Necessary Knowledge, Skills and Abilities:

- (A) Skill in operation of listed tools and equipment.
- (B) Perform duties accurately; effectively meet and deal with the public; read, write and communicate effectively using the English language.
- (C) Must pass required background checks.

SPECIAL REQUIREMENTS

CPR and First Aid Certification Necessary.

Strong public relations skills. Experience in sales techniques. Must display an outgoing personality, enabling him/her to relate well to members, participants, guests and the community at large. Proven skills as a leader and team player.

Good health and freedom from disabling physical or mental defects that would impair the proper performance of the duties required or which might endanger the health and Safety of oneself or others.

TOOLS AND EQUIPMENT USED

Telephone system; personal and network computer including word processing, spreadsheets, databases and Financial Software; copy machine, computer scanner; postage machine; fax machine; and calculator.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This Multi – function facility including program areas requires a high level of contact with members and the community.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is required to walk; use hands to finger, handle, or feel objects, equipment, or controls; and reach with hands and arms.

The employee must lift and/or move up to 50 pounds on a repetitive basis and occasionally 90 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet; however the environment may range from quiet to noisy in a very short period of time.

SELECTION GUIDELINES

Formal application, review of education and experience to determine Knowledge, Skills and Abilities; oral interview and reference check; job related tests may be required.

DISCLAIMER:

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this position classification. It is not intended to be constructed as an exhaustive list of responsibilities, duties and/or skills required of personnel so classified. Employees are required to perform duties assigned by their supervisor.

Employee _____
Date _____

Supervisor _____
Date _____