

(Seasonal Part-Time) Front Desk Attendant-River Center

Salary range: \$15.62-\$23.18 per hour

Department: Parks and Recreation

Hours: Seasonal Part-Time

GENERAL DESCRIPTION OF POSITION

The Front Desk Attendant is responsible for all front desk activities of the River Center creating a welcoming atmosphere for visitors of all ages.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Welcomes visitors to the River Center;
- Answers incoming phone calls and provides requested information or redirects to appropriate party;
- Registers guest for memberships, checks in members and verifies membership;
- Gives facility tours and educates members and prospective members on programs and available amenities;
- Makes reservations for facilities and collects fees;
- Promotes, registers and collects fees for Parks programs;
- Ensures facilities policies and procedures are followed by patrons;
- Responsible for opening/closing the facility;
- Responsible for cash drawer and daily reporting;
- Checks in/out equipment;
- Cleans surrounding work area and assists in cleaning other areas of the facility as needed;
- Responds to patrons' concerns, suggestions, and complaints in a timely, professional and consistent manner;
- Keeps supplies stocked at all times;
- Alerts appropriate personnel/authorities if there is a concern for safety;
- Assists members and patrons with account issues and/or delinquencies;
- Available to work nights, weekends, overtime, holidays and city events as needed or scheduled;
- Other duties as assigned.

QUALIFICATIONS

- High School Diploma or GED;
- One (1) to Two (2) years' administrative support experience preferred;
- One (1) to Two (2) years' customer service experience preferred;
- American Red Cross Certification preferred;
- Proficient in MS Office;
- Energetic personality with strong interpersonal communication skills;
- High attention to detail and accuracy;
- Strong sense of ownership and initiative, collaborative and flexible attitude.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Up to \$150,000.00

PHYSICAL ACTIVITIES

The following physical activities 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 and expectations. While performing the functions of this job, the employee is continuously required to talk or hear; frequently required to walk, sit, reach with hands and arms; and occasionally required to stand, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; and color vision.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing 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 moderate. The employee typically works in an office environment.

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and minimum qualifications of this job. The incumbent(s) may be required to perform job-related responsibilities and tasks other than those stated in this job description. Nothing in this job description restricts management's right to assign or reassign job-related responsibilities and tasks to this job at any time. Certain functions are understood to be essential; these include, but are not limited to,

attendance, getting along with others, and dealing with and working under stress. Any essential function of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.