



Town of Wytheville

Job Opening

Job Title: **Front Desk Attendant (Part-Time)**

(Two Part-Time Positions Available)

ANTICIPATED HOURLY RATE: At least \$16.86 per hour, DOE/DOQ.

DEPARTMENT: Parks and Recreation

POSTED: 09/22/2023

FLSA DESIGNATION: Non-Exempt

POSITION SUMMARY: Working under the direct supervision of the Services Coordinator and indirect supervision of the Director of Parks and Recreation, the **Front Desk Attendant** performs a variety of front desk, receptionist, and clerical job duties to support the operation of the Department of Parks and Recreation. Work involves responsibility for a variety of tasks such as answering the telephone, greeting visitors, typing, filing, copying, processing mail, preparing marketing mailings and dispensing information. This position has an exceptional amount of public contact and requires a great deal of tact and diplomacy.

➔ **A Complete Position Description is attached.**

REQUIRED MINIMUM QUALIFICATIONS: Graduation from high school or GED equivalent required. At least one year of experience in general office practices such as office reception, typing, filing, general recordkeeping, processing payments and receipts, and/or marketing/public relations experience. Any equivalent combination of education and experience will be considered. Ability to greet and interact effectively with the public in a pleasant manner while exercising tact and diplomacy. Excellent communication skills, verbal and written. Computer skills to include Microsoft Word, Excel, PowerPoint, and E-Mail required. Ability to use basic office equipment as identified in the full position description. Ability to effectively and efficiently handle multiple projects within deadlines and budget. Ability to handle stressful situations and make effective decisions regarding policies and procedures. Ability to accept and receipt monies accurately and responsibly. Ability to comply with Department and Town of Wytheville policies and procedures. Ability to work a varied work schedule sometimes outside of normal working hours, as may be required. A valid state driver's license or the ability to obtain one. Basic first aid certification or the ability to obtain one if selected.

HOW TO APPLY: Applicants must complete an Employment Application to be considered for a Town job opening. Employment applications are available online at <https://www.wytheville.org/docs/general/employment-application.pdf>, or by visiting the Lobby of the Town Municipal Building at 150 E. Monroe St., Wytheville, VA.

Please submit a completed application via email to: human.resources@wytheville.org, or in person or by USPS mail to: Department of Human Resources, Town of Wytheville, P.O. Box 533, Wytheville, VA 24382.

CLOSING DATE: Position is posted open until filled. Review of applications begins immediately and will continue until the position is filled or the posting is cancelled.

The Town of Wytheville is an Equal Opportunity Employer

POSITION DESCRIPTION

Class Title: Front Desk Attendant
Department: Parks and Recreation
Effective Date: 9/19/2023
FLSA Designation: Non-Exempt

GENERAL PURPOSE

Performs a variety of front desk, receptionist, and clerical job duties to support the operation of the Department of Parks and Recreation. Work involves responsibility for a variety of tasks such as answering the telephone, greeting visitors, typing, filing, copying, processing mail, preparing marketing mailings, and dispensing information. Work involves an exceptional amount of public contact and requires a great deal of tact and diplomacy. Performance is reviewed through observation and results obtained.

SUPERVISION RECEIVED

Works under the direct supervision of the Services Coordinator and indirect supervision of the Assistant Director of Parks and Recreation, who reports to the Director of Parks and Recreation.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Serves as receptionist, which includes greeting patrons and visitors, responding to customer inquiries, answering the phone and providing assistance, transferring calls as appropriate, and communicating information.

Performs clerical work for the staff of the Department of Parks and Recreation such as, but not limited to, typing, filing, copying, processing mail, preparing mailings and flyers to support programs and marketing efforts, and assisting with presentations.

Performs front desk duties to include but not limited to: registering program participants, selling pass plans and registering pass plan clients; making client facility rental reservations and processing necessary paperwork; making sure appropriate participant forms are completed accurately, thoroughly and timely; collecting fees and issuing fee receipts; and preparing appropriate paperwork for daily accounting to include daily General Ledger, Cash Balance, and deposit forms as well as close out cash drawer daily. Maintains accurate records in a timely manner and completes reports on paper as well as using technology for recordkeeping with department software.

Provides supervision of activity in the lobby area. Monitors appropriate conduct of facilities visitors, guests and/or employees and notifies appropriate leadership of behaviors and/or conduct that is inconsistent with department policy. Provides basic first aid as needed.

Responsible for opening and / or closing the facility during assigned timeframes.

Responsible to cross-train to serve in other Parks and Recreation Department areas, which may include but is not limited to, fitness desk, gym, and youth teen center.

Performs additional related work as required.

PERIPHERAL DUTIES

The position may require traveling to the Town Municipal Building, setting up program spaces, and providing custodian assistance as needed.

REQUIRED MINIMUM QUALIFICATIONS

Education and Experience:

Graduation from high school or GED equivalent required. At least one year of experience in general office practices such as office reception, typing, filing, general recordkeeping, processing payments and receipts, and/or marketing/public relations experience. Any equivalent combination of education and experience will be considered.

Necessary Knowledge, Skills, and Abilities:

Ability to greet and interact effectively with the public in a pleasant manner while exercising tact and diplomacy.

Excellent communication skills, verbal and written.

Computer skills to include Microsoft Word, Excel, PowerPoint, and E-Mail required. Ability to use basic office equipment as identified below.

Ability to effectively and efficiently handle multiple projects within deadlines and budget.

Ability to handle stressful situations and make effective decisions regarding policies and procedures.

Ability to accept and receipt monies accurately and responsibly.

Ability to comply with Department and Town of Wytheville policies and procedures.

Ability to work a varied work schedule sometimes outside of normal working hours, as may be required.

SPECIAL REQUIREMENTS

A valid state driver's license or the ability to obtain one. Basic first aid certification or the ability to obtain one if selected.

Required training and/or certifications will be paid for by the Town; however, if the employee resigns prior to six months of employment, any fees paid by the Town will be reimbursed to the Town.

TOOLS AND EQUIPMENT USED

Telephone; personal computer including a word processor, database, desktop publishing and internet; copy machine; Dictaphone and transcriber; fax machine; portable or mobile radio; calculator; camera; and laminator.

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.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is often required to be mobile to show rooms or spaces to potential users and when supervising programs; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 40 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 moderate to occasionally loud.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; criminal background investigation; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

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.

Approval: _____ Approval: _____
Department Head Appointing Authority

Effective Date: 9/19/23

Revision History: November 9, 2006, September 17, 2013, May 7, 2021