

POSITION DESCRIPTION

Class Title: Front Desk Assistant / Receptionist

Department: Parks and Recreation

Date: November 2006

GENERAL PURPOSE

Performs a variety of front desk, receptionist and clerical procedures incidental to the operation of the Department of Parks and Recreation. Work involves responsibility for a variety of tasks such as typing, filing, copying, mailing, answering the telephone, meeting visitors, 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 Recreation Services Coordinator and indirect supervision of the Director of Parks and Recreation.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Serves as receptionist, which includes answering the phone, screening phone calls, transferring calls, greeting patrons and visitors, and dispensing information.

Performs clerical work for the staff of the Department of Parks and Recreation such as, but not limited to, typing, filing, coping, mailings, flyers, presentations.

Performs front desk duties to include, program registration, selling of pass plans, facility bookings and point of sale using department software. Ability to answer customer questions concerning programs, pass plans and facility. Maintains records and completes reports in department software.

Registers program participants; registers pass plan clients; makes client facility bookings; makes sure appropriate participant forms are completed; collects and receipts fees; prepares appropriate paperwork for daily accounting to include daily GL, Cash Balance and deposit forms and close out cash drawer daily.

Provides supervision of lobby area. Administers disciplinary measures according to department policy. Provides basic first aid as needed.

Responsible for opening and / or closing the facility.

Cross-trained to serve in other department areas, which may include, but is not limited to, fitness desk, gym, youth teen center.

Performs related work as required.

PERIPHERAL DUTIES

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

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

Graduation from high school or equivalent with specialized course work in general office practices such as typing, filing and dictation with at least one year of experience. Any equivalent combination of experience and training is accepted.

Necessary Knowledge, Skills, and Abilities:

Ability to meet and deal effectively with the public in a pleasing manner and display a great amount of tact and diplomacy; ability to handle stressful situations and display good telephone manners.

Skill in a variety of clerical related tasks including the use of a computer to include Microsoft Word, Excel, PowerPoint, E-Mail; typewriter; and telephone system.

Ability to effectively and efficiently handle multiple projects and deadlines. Ability to maintain control and make effective decisions regarding policies and discipline.

Ability to accept and receipt monies accurately and responsibly.

SPECIAL REQUIREMENTS

A valid state driver's license or the ability to obtain one.

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 moderately 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: _____
Supervisor Appointing Authority

Effective Date: November 9, 2006 Revision History: September 17, 2013