



POSITION DESCRIPTION

JOB TITLE: Recreation Center Guest Specialist	GRADE: N/A
DEPARTMENT: Recreation, Parks & Tourism	FUND: General
APPROVED BY:	APPROVED ON:

GENERAL PURPOSE:

Assists in providing operational support for the Recreation, Parks & Tourism Department community center through a variety of specialized tasks.

SUPERVISION RECEIVED:

Works under the general supervision of the Recreation Center Manager.

SUPERVISION EXERCISED:

May supervise volunteers and community service personnel.

ESSENTIAL DUTIES, RESPONSIBILITIES AND TASKS:

- Responds to and provides accurate information regarding Recreation sponsored programs to the general public in a friendly and professional manner through daily interactions in person or by phone.
- Assists in maintaining center informational bulletin boards and advertising flyers to the general public by keeping boards up to date and flyers available to the public.
- Provides clerical support with program registration, facility booking, and membership registration for the center; administer rentals of the facility as assigned.
- Responsible for their assigned cash drawer if applicable and all of their daily cash collections of departmental revenue; must balance daily reconciliations in accordance with the cash handling procedures of the department.
- Provides support in implementation of activities for participants engaged in recreation and co-sponsored programs, including special events as deemed necessary; Provides additional support services for a variety of recreational programs and activities.
- Provides facilities support to include custodial assistance with facility cleanliness.
- Is proactive in assisting with other program needs as assigned.
- Performs other duties as needed and assigned.

DESIRED MINIMUM QUALIFICATIONS:

- Graduation from a high school or GED equivalent.
- Skill in First Aid and CPR/AED.
- Experience working in public setting.
- Basic understanding of computer skills.
- General knowledge of cash handling procedures.

NECESSARY KNOWLEDGE, SKILLS and ABILITIES:

- Knowledge of departmental procedures.
- Ability to establish and maintain effective working relationships with government officials, associates, and the general public.
- Ability to adhere to city and departmental policies and procedures.
- Ability to assist with the implementation of varied activities involved in a wide range of recreational programming.
- Ability to maintain up to date information on programs.
- Establish and maintain cooperative working relationships with those contacted in the course of normal duty.
- Use a personal computer including word/office processing and spreadsheet applications.
- Work in an outdoor environment; exposure to noise, dust, grease, smoke, fumes, gases, and potentially hazardous chemicals at times.
- Ability to display an informed; professional and friendly demeanor.
- Skills in organization, compiling and recording information accurately.
- Ability to work independently.
- Ability to assimilate recreation department functions, goals, and mission statement.
- Ability to assist with other program needs of the department.
- Ability to be flexible by doing various tasks as assigned.

SPECIAL REQUIREMENTS:

- Valid State Driver's License.
- Must be available to work additional or different hours as needed.
- Must have knowledge of CPR/AED and First Aid.
- Must have skill of effective customer service; ability to communicate effectively, verbally and in writing; ability to handle stressful situations.

TOOLS and EQUIPMENT USED:

- Computer
- Telephone, copier, fax
- 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.

Though diversified, this is largely sedentary work that requires fingering, grasping and repetitive motions. The employee is required to walk, sit and talk or hear. Vocal communication is required for expressing or exchanging ideas by means of the spoken word and understanding detailed or important instructions. Hearing is required to perceive information accurately for correct job continuum. Visual acuity is required in preparing and analyzing written or computer data, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work and observing general surroundings and activities.

Must be able to assist in setting up tables and chairs. Must be able to lift and/or move up to 50 pounds. Requires the ability to bend, stoop, twist, or walk over uneven surfaces and upstairs in the elements for potentially extended periods of time.

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.

SELECTION GUIDELINES:

Formal application, rating of education and experience; oral interview and reference check; background check; drug and alcohol testing; job related tests may be required. If considered for employment, a drug and alcohol test is required.

SUPPLEMENTAL INFORMATION:

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, implied or otherwise, 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.

Employee's Signature _____ Date _____

Supervisor's Signature _____ Date _____