

City of Fenton
Job Description

Job Title Recreation Associate I – Front Desk Attendant
Department: Parks and Recreation
Reports to: Recreation Supervisor – Camps/Special Events/Front Desk
Description Date: March 2021
Pay Grade: Level 1 (\$10.30/\$11.69/\$13.08)
Status: Occasional or Seasonal Worker/Non-Exempt

Summary

Performs duties as assigned under the direction of the Recreation Supervisor – Camps/Special Events/Front Desk or Manager on Duty, as assigned. This position often the first point of contact with members and guests and requires excellent customer service, communication, interpersonal skills and organizational skills. This position is responsible for greeting gym users, answering phones, checking members, prospective members, and guests into Community Pass, registers customers for classes, programs and memberships, checking in and out rental equipment, collecting fees for all transactions, and balancing cash drawers after each shift.

Essential Duties and Responsibilities include the following; however, other duties may be assigned. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Greets members, prospective members, and guests, providing exceptional customer service.
- Answers phones and assists callers.
- Check members, prospective members, and guests into the recreation facility.
- Registers customers for classes, programs, and memberships and collects fees for all transactions.
- Responds to members and guests' questions politely and accurately.
- Checks rental equipment in and out for guests.
- Cleans and maintains the front desk area.
- Balances cash drawer after each shift.
- Assists set-up, tear-down, and supervision for rentals and events, when assigned.
- Assists and enforces the rules, regulations, and safety of all participants.
- Promptly reports all accidents, incidents, and concerns to the supervisor.
- Enforces rules, regulations and safety of all participants.
- Other related duties as assigned.

Supervisory Duties

No direct supervisory responsibilities.

Education and Experience Required

Any combination of acceptable education and experience providing the knowledge, skills, and abilities required. Must be able to obtain and retain a Basic First Aid and CPR/AED certification. Experience in cash handling is preferred. Requires the ability to create and maintain excellent customer service and communication.

Knowledge, Skills, and Abilities

Knowledge of:

- Customer service;
- Facilities and parks amenities and surroundings;
- Basic computer proficiency;
- Basic clerical knowledge;
- Safety and Basic First Aid and CPR/AED.

Ability to:

- Work effectively with children and adults;
- Accurately and securely conduct financial transactions;
- Effectively multi-task and have organization skills;
- Respond to common inquires or complaints from members and guests;
- Work with City staff and groups of all ages and various backgrounds;
- Work safely without presenting a direct threat to self or others; and
- Demonstrate professional public relations skills, effective interpersonal, and communication skills.

Work Environment

The indoor environment provides for a safe and healthy work environment and is smoke and drug free. Occasionally, it may be wet and humid, as well as moderately loud. The outdoor work environment may result in exposure to extreme weather conditions such as heat, cold, and humidity.

Physical Requirements

Regularly required to stand, walk, reach with hands/arms, climb or balance, and stoop, kneel, crouch or crawl. Requires clarity of vision and three-dimensional vision. Regularly required to lift and carry up to 25 pounds; occasionally required to lift and/or move up to 50 pounds.

This job description is intended to indicate the kinds of tasks and levels of difficulty that will be required of positions that are given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under their supervision. The use of a particular expression or illustration describing those duties shall not be held to exclude other essential functions, responsibilities, or duties not mentioned in this description that are of similar kind or level.

I have read and understand the duties of this job description and, by signing below, I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee Signature

Date