



VACANCY ANNOUNCEMENT

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| Job Title: | Front Desk Specialist |
| Opening Date: | August 22, 2024 |
| Closing Date: | Open till filled |
| Salary: | \$32,058 annually/\$15.41 hourly |
| Job Type: | Full-time with benefits |
| Department: | Parks and Recreation - The Station at Central Park |

JOB SUMMARY AND ESSENTIAL JOB FUNCTIONS

****This position will work the closing shift from 1:00 pm – 10:00 pm Monday through Friday****

The Front Desk Specialist is the first impression of The Station at Central Park, responsible for controlling access while providing a high level of quality customer service (i.e. – greeting and providing program information). The Front Desk Specialist needs to be knowledgeable in the activities, programs, camps, and special events in order to inform participants, and will be required to enforce rules, take admissions money, assist with program registration, and sell day passes to the recreation and aquatic centers (The Station at Central Park).

- Serves as lead worker for front desk attendants performing similar duties.
- Assists in scheduling part-time front desk clerks and attendants.
- Monitor and maintain security of the building by ensuring all policies and procedures are followed by staff and customers.
- Assist in planning, organizing, and developing training for front desk staff.

Education and Experience:

Any combination of high school and college education and three (3) years of customer service experience that included handling cash, and familiarity with Microsoft PC-based applications.

License or Certification:

- Must attain CPR, First Aid and AED certification within 6 months of hire.
 - Possession of or ability to obtain a valid Oklahoma driver's license may be required.
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ALL APPLICANTS MUST COMPLETE AN APPLICATION

Application and additional information about this job can be found at <https://www.cityofmoore.com/departments/jobs>.

NOTE: Selected applicant must pass a background investigation and drug screen.

If you require a reasonable accommodation in completing this application, interviewing, completing any pre-employment testing, or otherwise participating in the employee selection process, please direct your inquiries to Christine Jolly, Director of Human Resources at hr1@cityofmoore.com or 405.793.5004.

City of Moore is an Equal Opportunity Employer

CITY OF MOORE

Job Description

Front Desk Specialist

Job Code: 6618
Exempt: No
Department: Parks & Recreation
Reports To: Sales and Rental Coordinator
Location: The Station at Central Park
Date Prepared: January 18, 2016
Date Revised: May 05, 2016

GENERAL DESCRIPTION OF POSITION

The Front Desk Specialist will be the first impression of The Station at Central Park, responsible for controlling access to The Station at Central Park while providing a high level of quality customer service (i.e.; greeting and providing program information). The Front Desk Specialist needs to be knowledgeable in the activities, programs, camps, and special events in order to inform participants, and will be required to enforce rules, take admission money, assist with program registrations, and sell day passes to the recreation and aquatic centers (The Station at Central Park).

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Sell passes and day passes, sign patrons up for activities, programs, and special events if necessary. This duty is performed daily, about 40% of the time.
2. Open and close the recreation center. Making sure when closing the building that all doors are closed, locked, and all lights turned off. This duty is performed daily, about 5% of the time.
3. Monitor work done by the front desk attendants. This duty is performed daily, about 20% of the time.
4. Assisting in scheduling part-time front desk clerks and attendants. This duty is performed weekly, about 5% of the time.
5. Will be involved in cash and credit card transactions. This duty is performed daily, about 10% of the time.
6. Monitor and maintain proper security of the building by making sure all policies and procedures are being followed by staff and customers. This duty is performed daily.
7. Assist in planning, organizing, and development of training of Front desk Staff. This duty is performed as needed.
8. Must use a high level of customer service. A positive attitude, passion for serving others, and enthusiasm. This duty is performed daily, about 20% of the time.

Council Approved July 05, 2016

9. Maintain filing system for passes, injuries, participation waivers, and other critical paperwork. This duty is performed as needed.
10. Basic computer software skills. This duty is performed daily.
11. Input data into Active Net Software. This duty is performed daily.
12. Keep all flyer racks and poster racks stocked with current copies of schedules and flyers. This duty is performed as needed.
13. Keep front desk area stocked with all new member packets/forms, registration forms, and all other forms that are necessary to promoting and enrolling customers into programs. This duty is performed as needed.
14. Take inventory of front desk supplies. This duty is performed as needed.
15. Help setup for camps, programs, special events, and related miscellaneous tasks. This duty is performed as needed.
16. Works in a manner safe to the individual and other people; keeps work area clean and safe; follows safety rules and safe work practices; uses safety equipment as required. This duty is performed daily.
17. Keep sales and cancellation files updated and organized. This duty is performed as needed.
18. Process and file scholarship applications. This duty is performed as needed.
19. Keep Sales & Rental Coordinator informed of any concerns or problems with customers, memberships, scholarships, Active Net software, and staff issues. This duty is performed daily.
20. Good attendance and punctuality is required.
21. Works in a manner safe to the individual and other people; keeps work area clean and safe; follows safety rules and safe work practices; uses safety equipment as required.
22. Assist in operations at The Station.
23. Confidentiality of customer's information is required at all times. This duty is performed daily.
21. Be knowledgeable in all activities, programs, leagues, camps, and special events. This duty is performed daily.
22. Monitor the hallways, bathrooms, locker rooms, and office/front desk areas making sure areas are organized and clean. This duty is performed daily.
23. Assign task to front desk attendant staff. This duty is performed daily.
24. Assist Sales and Rental Coordinator on staff evaluations. This duty is performed as needed.

25. Will serve as main contact person regarding decision making and rules enforcement at front desk in absence of the Sales & Rental Coordinator. This duty is performed daily.

26. Perform any other related duties as required or assigned.

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Moderate mental demand. Operations requiring almost continuous attention, but work is sufficiently repetitive that a habit cycle is formed; operations requiring intermittent directed thinking to determine or select materials, equipment or operations where variable sequences may be selected by the employee.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

SUPERVISORY RESPONSIBILITIES

No supervision.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

ACCURACY

Probable errors of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

ACCOUNTABILITY

FREEDOM TO ACT

Generally controlled. General processes covered by established policies and standards with supervisory oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, and savings from new techniques or reduction in manpower.

None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

PUBLIC CONTACT

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

EMPLOYEE CONTACT

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

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.

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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to talk or hear; frequently required to stand, walk, sit, use hands to finger, handle, or feel; and occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds; frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; and color vision.

ADDITIONAL INFORMATION

Knowledge of:

- Communicating with many different types of people and personalities.
- Methods and techniques of organizing and inputting data into databases or computer software programs and filing critical paperwork.
- Proper customer service skills
- State codes and regulations of health and safety practices in operating public facilities
- Pertinent, federal, state and local laws, codes and regulations

Ability to:

- Concentrate and pay close attention to detail
- Make effective decisions concerning safety and maintenance
- Evaluate and prepare reports, papers and other documents appropriate to the division; maintains and updates records and manuals
- Work well independently as well as with a team
- Interpret and apply applicable federal, state and local policies, laws and regulations
- Communicate clearly and concisely, both orally and in writing
- Work with many different types of customers and employees

- Use good oral, written, telephone communication skills, and follow written and verbal instructions
- Establish and maintain effective, working relationships with general public and other employees
- Maintain effective audio-visual discernment and perception needed for: making observations, communicating with others, reading and writing, operating assigned equipment
- Maintain effective mental capacity which permits: making sound decisions, using good judgment, utilizing other intellectual capabilities
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following: sitting for extended periods of time, operating assigned equipment
- Work flexible hours, including weekends, evenings and holidays as needed and special events

Experience and Training Guidelines

Experience and training that would provide the required knowledge and abilities is as follows:

Experience:

Experience with PC based applications including Word, Excel and internet browsers preferred
Some cash handling experience

Education:

Any combination of high school and college education and 3 years of customer service work experience.

License or Certificate:

Must attain CPR, First Aid, and AED certification within 6 months of hire.
Possession of, or ability to obtain valid Oklahoma driver's license may be required.

WORKING CONDITIONS

Environmental Conditions:

Office/park environment; exposure to computer screens; work with others and alone; frequent contact with the public; performs approximately 25% outdoors exposed to temperature extremes, dirt, dust, noise, etc., and approximately 75% indoors.

Physical Conditions:

Essential and other important responsibilities and duties require maintaining physical condition necessary for standing, walking and sitting for prolonged periods of time; physical and manual dexterity; may be required to operate assigned vehicle. Must be able to perform essential job functions.

Employee must lift items such as supply boxes. Requires vertically/ horizontally transferring items weighing up to 25 pounds.

Employee must tolerate sitting at a workstation for periods of time. Requires a tolerance of seated posture for prolonged periods of time.

Employee must operate keyboard. Requires use of hands and fingers for inputting information into computer system.

Employee must view computer screen. Requires use of eyes to read computer screen continuously throughout the day.

Employee works in a City building at a workstation. Employee must tolerate working environment with inside controlled temperature.

Employee must carry supplies from one location to another. Requires horizontally transferring items weighing up to 25 pounds.

Work requires continued walking, stooping, standing and some climbing.

Work requires working in temperature extremes, dirt, dust, noise, etc.