

City of Moore
Front Desk Clerk
Job Description

Exempt: No
Department: Parks & Recreation
Reports To: Front Desk Specialist
Location: The Station at Central Park
Date Prepared: January 18, 2016
Date Revised: May 05, 2016

GENERAL DESCRIPTION OF POSITION

Front Desk Clerk will be the first impression of The Station at Central Park. They are responsible for controlling access to The Station at Central Park (recreation center) while providing a high level of quality customer service (i.e. – greeting and providing program information). Front Desk Clerk needs to be knowledgeable in the activities, programs, camps and special events in order to inform participants. Front Desk Clerk will be required to enforce rules, will also take admissions, 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 customers up for activities, programs, and special events if necessary. This duty is performed daily, about 50% of the time.
2. Open and close The Station at Central Park. 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 10% of the time.
4. 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.
5. Must use a high level of customer service. This duty is performed daily, about 35% of the time.
6. A positive attitude, passion for serving others, and enthusiasm. This duty is performed daily.
7. Maintain filing system for passes, injuries, participation waivers, and other critical paperwork. This duty is performed daily.
8. Work will include cash and credit card transactions. This duty is performed daily.
9. Basic computer software skills. This duty is performed daily.

10. Be knowledgeable in all activities, programs, leagues, camps, and special events. This duty is performed daily.
11. Monitor the hallways, bathrooms, locker rooms, and office/front desk areas making sure areas are organized and clean. This duty is performed as needed.
12. Helping with the fitness programs by doing monthly and quarterly evaluations and reports and submitting them to the supervisor. This duty is performed as needed.
13. Will serve as main contact person regarding decision making and rules enforcement at front desk in absence of the Sales and Rental Coordinator. This duty is performed daily.
14. Input data into Active Net Software. This duty is performed daily.
15. Keep all flyer racks and poster racks stocked with current copies of schedules and flyers. This duty is performed as needed.
16. 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.
17. Take inventory of front desk supplies. This duty is performed daily.
18. Help setup for camps, programs, special events, and related miscellaneous tasks. This duty is performed as needed.
19. Keep passes and cancellation files updated and organized. This duty is performed as needed.
20. Process and file scholarship applications. This duty is performed as needed.
21. Keep Sales and Rental Coordinator informed of any concerns or problems with customers, memberships, scholarships, Active Net software, and staff issues. This duty is performed as needed.
22. Good attendance and punctuality is required. This duty is performed daily.
23. 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.
24. Assist in operations at The Station. This duty is performed daily.
25. Confidentiality is required upon specific notification to the employee. This duty is performed daily.
26. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 12 to 18 months related experience and/or training. Or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.

CRITICAL THINKING SKILLS

Ability to use common sense understanding in order to carry out detailed written or oral instructions. Ability to deal with problems involving a few known variables in situations of a routine nature.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

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

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Basic: Alphanumeric Data Entry, Spreadsheet, Word Processing/Typing

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

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and which would not only affect the operating efficiency of the individual involved, but would also affect the work operations of other employees and/or clientele to a slight degree.

MENTAL DEMAND

Light mental demand. Operations requiring intermittent directed thinking to carry out predetermined procedure or sequence of operations of limited variability. Operations requiring intermittent attention to control machine or manual motions.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

SUPERVISORY RESPONSIBILITIES

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

No supervision.

Supervises the following departments:

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

Defined. Semi-repetitive prescribed processes and procedures with nearby supervision.

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, savings from new techniques or reduction in

manpower.

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

IMPACT ON END RESULTS

Minimal impact. Job has little or no impact on the organization's end results. Job is focused on non-decision making activities or inconsequential duties.

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 occasionally with others beyond immediate associates, but generally of a routine nature. May obtain, present or discuss data, but only as pertains to an immediate and specific assignment. No responsibility for obtaining cooperation or approval of action or decision.

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.

While performing the functions of this job, the employee is occasionally exposed to outdoor weather conditions. 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
- Good attendance and punctuality is required
- Confidentiality of customer's information is required at all times
- 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
- 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
- Work with many different types of customers and employees
- Use good oral, written, telephone communication skills, and follow written and verbal instructions
- 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 1 year 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, etc75% in office

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 attached essential job functions.

TASK DESCRIPTION

Employee must lift items such as supply boxes. Requires vertically/ horizontally transferring items weighing up to (25-50 lbs)

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 (25-50 lbs)

Work requires continued walking, stooping, standing and some climbing

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

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