

City of Moore
Sales & Rental Specialist
Job Description

Exempt: No
Department: Parks & Recreation
Reports To: Sales and Rental Coordinator
Location: The Station at Central Park
Date Prepared: January 18, 2016
Date Revised: February 11, 2016

GENERAL DESCRIPTION OF POSITION

To assist in the development and monitoring of the rentals of park pavilions, renting of rooms/spaces at The Station at Central Park (recreation center and aquatic center). Work includes cleaning, scheduling, organizing, and evaluating customer's rental experiences.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. The incumbent assists in the development of comprehensive programs for the parks and recreations. That includes scheduling, organizing, directing, and evaluating both recurring and none recurring activities. This duty is performed as needed, about 5% of the time.
2. May be required to clean pavilions and The Station at Central Park (recreation center) rooms to ensure cleanliness of all facilities. Such as but not limited to vacuuming, mopping, sweeping, window cleaning, etc. This duty is performed as needed, about 5% of the time.
3. Follow verbal and written instructions. This duty is performed daily.
4. Resolve complaints and solicits feedback to improve quality of service. This duty is performed daily.
5. Must use great customer service. This duty is performed daily.
6. Occasionally required to coordinate, supervise, lead, set up/break down, and evaluate programs as designated by supervisor. This duty is performed daily, about 50% of the time.
7. Conduct a continuous evaluation of rentals by doing monthly and quarterly evaluations and reports and submitting them to supervisor. This duty is performed monthly, about 5% of the time.
8. 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.
9. Assign part time staff to setup and clean-up of room rentals. This duty is performed daily, about 35% of the time.

10. Good attendance and punctuality is required. This duty is performed daily.
11. 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.
12. Assist in operations at The Station. This duty is performed daily.
13. Confidentiality is required upon specific notification to the employee. This duty is performed daily.
14. 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 0 to 6 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

First Aid, CPR, AED certification or ability to obtain within first 6 months of employment is require.

At the option of the appointing authority or the City, persons hired into this class may be required to either possess at entry or obtain within specified time limits designated licenses, certifications or specialized education and training relevant to the area of assignment.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Intermediate: Spreadsheet

Basic: Alphanumeric Data Entry, 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

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 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

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

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

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

Outside working environment, wherein there are disagreeable working conditions part of the time.

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 frequently exposed to outdoor weather conditions; and .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.

Moderate diversity, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to use hands to finger, handle, or feel; frequently required to stand, walk, sit, reach with hands and arms, talk or hear; and occasionally required to climb or balance, stoop, kneel, crouch, or crawl. 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; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

ADDITIONAL INFORMATION

Knowledge of:

- Possess great customer service, communication and technical skills necessary to accomplish the missions of the City of Moore Parks and Recreation Department
- Procedures for planning and implementing a variety of special community events and activities
- Methods and techniques of organizing and implementing events activities
- State codes and regulations of health and safety practices in operating public facilities
- Pertinent, federal, state and local laws, codes and regulations

Ability to:

- Operate computer software programs and specialized screens
- 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
- The ability to use and maintain audio and visual equipment
- To use computer software for reporting, reservations, and special events
- 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 the employees and citizens
- 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, holidays 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

Education:

Any education that is equivalent to graduation from high school

College course work in parks and recreation management or related field preferred

License or Certificate:

Possession of, or ability to obtain, valid Oklahoma driver's license may be required

First Aid, CPR, AED certification or ability to obtain within first 6 months of employment is required

At the option of the appointing authority or the City, persons hired into this class may be required to either possess at entry or obtain within specified time limits designated licenses, certifications or specialized education and training relevant to the area of assignment

WORKING CONDITIONS

Environmental Conditions:

Office/park environment; exposure to computer screens; work with others and alone; frequent contact with the public

Performs approximately 50% outdoors exposed to temperature extremes, dirt, dust, noise, etc 50% in office environment

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 all essential job functions

TASK DESCRIPTION

Employee must lift items such as supply boxes. Requires vertically 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 tolera