Front-Desk Operations

Position Description

**Position Title:** Front Desk Operations
**Position Type:** Part Time (Approx. 20 hours per week)
**FLSA Status:** Eligible
**Reports to:** Recreation Director
**Department:** Recreation and Parks Department
**Pay Range:** $14 to $16 per hour
**Revision Date:** 12/19/2019

Purpose of Work
Under general supervision, answers the main telephone for Recreation and Parks Office, transfers calls to appropriate departments, and provides general information to the public by telephone and in person; types correspondence, forms, records and other related documentation; program registration; rental reservations; performs other related duties as required.

Essential Position Functions
1. Answers telephones;
2. Takes and relays messages;
3. Prepares work orders;
4. Greets public;
5. Responds to inquiries;
6. Resolves routine problems;
7. Contacts residents, City officials, etc. as necessary;
8. Types correspondence, reports, forms, lists, permits;
9. Performs routine clerical duties (e.g. sorting mail, making copies, filing and retrieving information);
10. Registers patrons for programs;
11. Takes facility rentals and helps manage the facility rental process;
12. Actively participates in at least one community organization or project on an ongoing basis (during working hours);
13. Performs additional duties as assigned including assisting with task forces, committees, etc.;
14. Demonstrates a positive attitude and supports departmental goals and objectives;
15. Responds to stakeholder questions and situations in accordance with department policy and in a manner to enhance the reputation of the department as a public service organization;
16. Works to keep the office organized;
17. Manages office email account;
18. Maintain and order office supplies;
19. Other duties as assigned.
Supervisory Responsibilities
This position does not have any supervisory responsibilities.

Minimum Qualifications
1. High school diploma or General Education Degree (GED) and one or more years of related experience and/or training or equivalent combination of education and experience
2. Ability to interpret and follow instructions furnished in written, oral or diagram form. Ability to deal with problems involving a limited number of tasks and functions in standardized situations
3. Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals
4. Maintains composure and professionalism under pressure
5. Sensitive to deadlines and completes work accurately and effectively in a timely manner
6. Demonstrated ability to develop and maintain effective working relationships with internal and external stakeholders
7. Ability to define problems, collect and evaluatedata, establish facts and draw valid conclusions
8. Ability to maintain confidentiality and use appropriate judgment in handling information and records
9. Excellent written and verbal communication skills
10. Proficiencyin word processing, spreadsheet software

Preferred Qualifications
1. Experience in customer service or receptionist experience.

Physical Demands
1. Ability to sit and use a computer for extended periods and operate standard office equipment, daily
2. Ability to lift and move up to fifty (50) pounds, occasionally
3. Ability to stand for extended periods, occasionally
4. Ability to perform reaching, bending, climbing and squatting, occasionally
5. Travel by automobile, occasionally

Working Conditions
1. Majority of work performed in general office/Recreation Department environment
2. Requires availability for flexible and variable hours as needed
3. Requires periodic participation and attendance at events and trainings

Comment [tlc1]: What does “concrete variables in standardized situations” mean—is it the ability to follow and apply rules and procedures, or does it mean something else?