



CITY OF BENTON

Parks & Recreation Front Desk Attendant

Job Description

Job Title: Parks & Recreation

Department: Parks & Recreation

Front Desk Attendant

Classification: Non-Exempt

Reports to: Facility Manager

EEO Category: Part-time

Pay Grade: \$15.62

SUMMARY

The **Parks & Recreation Front Desk Attendant** is responsible for all front desk activities of the River Center creating a welcoming atmosphere for visitors of all ages. Position is deemed essential personnel and safety sensitive.

ESSENTIAL DUTIES

To perform this job successfully, an individual must be able to perform each of the following Essential Duties satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties of the position:

- Welcomes visitors to the River Center.
- Answers incoming phone calls and provides requested information or redirects to appropriate party.
- Registers guest for memberships, checks in members and verifies membership.
- Gives facility tours and educates members and prospective members on programs and available amenities.
- Makes reservations for facilities and collects fees.
- Promotes, registers, and collects fees for Parks programs.
- Ensures facilities policies and procedures are followed by patrons.
- Responsible for opening/closing the facility.
- Responsible for cash drawer and daily reporting.
- Checks in/out equipment.
- Cleans surrounding work area and assists in cleaning other areas of the facility as needed.
- Responds to patrons' concerns, suggestions, and complaints in a timely, professional, and consistent manner.
- Keeps supplies stocked at all times.
- Alerts appropriate personnel/authorities if there is a concern for safety.
- Assists members and patrons with account issues and/or delinquencies.
- Available to work nights, weekends, Overtime, Holidays, and city events as needed or scheduled.
- Performs other duties as necessary or assigned.

This job description and the enumerated Essential Duties are intended to provide general guidelines for job expectations and the employees' ability to perform the position described. This is not intended to be an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned or assumed by the incumbent as necessary to fulfill the requirements of the position.

ENVIRONMENT & PHYSICAL ACTIVITY

The incumbent will spend most of the time performing this position in a professional office-type setting. The incumbent, while performing this position, spends time writing, keyboarding, speaking, listening, driving, seeing (such as close, color and peripheral vision, depth perception and adjusted focus), sitting, pulling, walking, standing, squatting, kneeling, and reaching. The noise level in the work environment is usually moderate to loud.

The incumbent for this position may operate any or all of the following: telephone, smart phone, copy and fax machines, adding machine (calculator), scanner and image systems, computer terminal, laptop computer, personal computer, tablet, printers, or other equipment as needed and/or directed.

While performing the functions of this job, the employee is continuously required to talk or hear; frequently required to walk, sit, reach with hands and arms; and frequently required to stand, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision; and color vision.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The physical demands 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.

MENTAL DEMANDS

The incumbent in this position must remain current and informed on related regulatory updates, City ordinances/resolutions/policies and applicable Federal, States, Municipal statutes, rules, and regulations. He/she must be able to read and understand documents, instruments, and highly technical reports; perform detailed work; and problem solve. Incumbent must also display proficiency in analytical reasoning, math, language, presentation skills, and verbal and written communication with internal and external customers. He/she must educate citizens and the public regarding City ordinances/resolutions/policies and the consequences of not adhering to them. Incumbent must be able to effectively manage deadlines, multiple concurrent tasks, and constant interruptions. He/she shall conduct departmental services/operations in a professional, effective and efficient manner. Incumbent shall schedule work activities during employee's absences (due to sick/vacation time) and distribute workflow appropriately. Incumbent must be

able to work in a constant state of alertness and concentrate for long periods of time and foster a quality work environment by building employee trust and confidence.

SAFETY SENSITIVE

This position is designated as a safety sensitive position because it requires the regular handling of highly sensitive and confidential City and customer information on a routine basis. Performing this job in a discreet and professional manner requires alertness at all times. Any lapse of attention could have a significant financial impact on the City and its customers.

MINIMUM REQUIREMENT & COMPETENCIES

Basic experience, knowledge and training in Parks and Recreation typically resulting from a combination of education or years of experience in Parks & Recreation or the equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities to satisfactorily perform the essential functions of the positions.

Basic Qualifications:

- One (1) to Two (2) years' administrative support experience preferred.
- One (1) to Two (2) years' customer service experience preferred.
- Current American Red Cross Certification or must be able to obtain certification within six (6) months of employment.
- Basic proficiency in Microsoft 365.

Knowledge

- Knowledge of Parks & Recreation management principles, facility use and maintenance requirements.

Skills

- Skill in communication orally and in writing.
- Skill in organization and scheduling of work activities.
- Skill in operation of personal computer and MS Word.

Abilities

- Ability to communicate in a positive, friendly manner to employees, supervisor, coworkers, clients, etc. at all times.
- Ability to develop and accurately maintain departmental records as mandated or necessary.
- Ability to monitor collection of fees and issuance of receipts.

ACKNOWLEDGEMENT

Management reserves the right to change this job description at any time according to business needs. This document does not represent a contract of employment and is not meant to alter the at-will status of an employee's employment in any way. The City of Benton reserves the right to change this job description and/or assign tasks for the employee to perform, at any time, with or without notice, as it may deem appropriate.

Employee Name: _____

Employee Signature: _____

Date: _____