

City of Claremont, New Hampshire

Position Description

Position Titled: Front Desk Staff (Part Time) **Union/Merit:** Merit
Reports to: Parks & Recreation Director **Grade Level-Points:** 1-245
Department: Parks & Recreation **Revised/Updated:** 11/26/2012
FLSA Status: Non-Exempt

Job Summary

Performs various customer service and clerical duties for the Community Center. Duties include reception, program registration, filing, account and record keeping, information processing and scheduling. The position is also responsible for communicating information on the program activities, and providing facility tours. The work requires that the employee possess good knowledge, skill and ability in receptionist and customer service techniques and practices.

Essential Job Functions (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class)

1. Greets patrons of the Community Center and checks ID cards.
2. Updates data in computer system as necessary for user information
3. Registers members and non-members for programs, including using cash register for cash and checks and processing credit card payments. Closes out at the end of each shift and reconciles cash register at the end of the day, if applicable.
4. Answers telephone, transfers calls to the appropriate staff, answers questions regarding all programs, times, availability of various departmental facilities and takes messages for all staff.
5. Communicates information to patrons regarding programs, activities and scheduling.
6. Provides facility tours to prospective users.
7. Supervises the child play area when required.
8. Processes registrations for programs and facility reservations.
9. Performs typical office duties such as typing, filing, copying as required.
10. Performs related tasks as required.

Peripheral Duties

Perform the duties of subordinate personnel as needed.
Analyze and recommend improvements to equipment and facilities, as needed.

Desired Minimum Qualifications

Education and Experience: Any combination of education and experience equivalent to graduation from high

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The use of an 8 hour day is to show the typical condition requirements for sitting, walking and standing and should not be construed that all jobs are 8 hours.

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school, accredited community college with an associate's degree and course work in business, customer services, parks and recreation, hospitality, or related field

Necessary Knowledge, Skills and Abilities:

- Good knowledge, skill and ability in receptionist and customer service techniques and practices.
- Considerable ability to establish and maintain effective working relationships with co-workers.
- Considerable ability in oral communication, and to follow oral and written instructions.
- Demonstrated knowledge of general office procedures and techniques.
- Demonstrated knowledge of the operations of standard office machines.
- Good ability to learn and apply departmental rules, regulations, policies and procedures.
- Good word processing skills and knowledge of various computer software.
- Ability to see and read objects closely as in reading/proof reading narrative or financial reports.
- Ability to read maps, plans or diagrams and read from a computer monitor.
- Ability to hear normal sounds with background noise as in hearing using a telephone.
- Ability to distinguish verbal communication and communicate through speech.
- Ability to speak clearly with volume.
- Ability to concentrate on fine detail with constant interruption, some pressure and changing priorities, and return to unfinished tasks when distracted and complete them efficiently.
- Memory to perform multiple and diverse tasks over long periods of time and ability to remember information that has been read, studied, or previously learned.
- Ability to use knowledge and reasoning to solve problems.
- Ability to learn and have an understanding of new information, methodologies and techniques and how they apply to departmental goals and operations.
- Ability to concentrate on task for more than 30 minutes at a time.
- Ability to work with young children.

Supervision Received

Work is performed under general supervision of the Community Center Coordinator and/or AM/PM Weekend Facility Leader. Position reports to the Director of Parks & Recreation. The incumbent uses a moderate amount of independent judgment in making decisions and working with instructors, etc. Work is reviewed through observation, staff meetings and reports of department activities.

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Supervision Exercised

Incumbent exercises working supervision over the Front Desk Volunteer (Volunteer) but does not supervise other employees. Incumbent does work collaboratively with other receptionist staff, maintenance staff, lifeguard staff and other facility instructors and volunteers.

Responsibility for Public Contact

Daily contact requiring courtesy, discretion, and sound judgment. The incumbent has a wide range of personal contacts that include the public, community center staff and volunteer workers.

Licensing & Certification

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Current CPR- First Aid a must.

Tools & Equipment Used

Personal computer including Microsoft Office software, accounting software, motor vehicle, telephone, computer keyboards, calculator, copy machine, fax machine, sports and fitness equipment etc.

Typical Work Surface(s): Standard reception counter/desk and chair; tables; computer work station, wood, tile, cement, carpeted floors, and court surfaces.

Typical Controls & Equipment: Calculator, computer, printers, telephone, computer and keyboard, computer mouse, copy machine, fax machine.

Typical Work Environment: Inside: 90% Outside: 10%

Summary of Occupational Exposures: Ability to sit and/or stand for long periods of times. Incumbent spends majority of time at the reception counter overseeing the entry and exit of patrons using the facility. Evenings and weekend shifts are required. Some physical effort required when demonstrating facility amenities and providing tours of the facility. May be exposed to cleaning fluids, copier toner, etc. The incumbent's working conditions are moderately loud depending on the program and activities at the facility. Ability to see and read objects closely as in reading/proof reading narrative or financial reports. Ability to read maps, plans or diagrams and read from a computer monitor. Ability to hear normal sounds with background noise as in hearing using a telephone. Ability to distinguish verbal communication and communicate through speech. Ability to speak clearly with volume.

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Physical Activity Requirements

Primary Physical Requirements

<u>LIFT up to 10 lbs.:</u>	Frequently required
<u>LIFT 11 to 25 lbs.:</u>	Frequently required
<u>LIFT 26 to 50 lbs.:</u>	Rarely required
<u>LIFT over 50 lbs.:</u>	Not required

<u>CARRY up to 10 lbs.:</u>	Occasionally required
<u>CARRY 11 to 25 lbs.:</u>	Occasionally required
<u>CARRY 26 to 50 lbs.:</u>	Occasionally required
<u>CARRY over 50 lbs.:</u>	Rarely required

<u>REACH above shoulder height:</u>	Occasionally required
<u>REACH at shoulder height:</u>	Occasionally required
<u>REACH below shoulder height:</u>	Occasionally required
<u>PUSH/PULL:</u>	Occasionally required

Other Physical Considerations

<u>Twisting:</u>	Occasionally required
<u>Bending:</u>	Occasionally required
<u>Crawling:</u>	Rarely required
<u>Squatting:</u>	Occasionally required
<u>Kneeling:</u>	Occasionally required
<u>Crouching:</u>	Occasionally required
<u>Climbing:</u>	Rarely required
<u>Balancing:</u>	Rarely required
<u>Grasping:</u>	Frequently required
<u>Handling:</u>	Frequently required
<u>Torquing:</u>	Occasionally required
<u>Fingering:</u>	Frequently required

During an 8-hour Day, Employee is Typically Required To:

	Consecutive Hours	Total Hours
Sit	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Stand	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Walk	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8

Cognitive and Sensory Requirements:

<u>Talking:</u>	Necessary for communicating with others.
<u>Hearing:</u>	Necessary for taking instructions and information.
<u>Sight:</u>	Necessary for performing job effectively and correctly.
<u>Tasting & Smelling:</u>	Not required for the performance of the functions of this position.

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