

City of Claremont, New Hampshire

Position Description

Position Titled: Play Area Attendant/Volunteer (Volunteer or Part Time)
Reports to: Center Coordinator
Department: Parks & Recreation

FLSA Status: Non-Exempt
Union/Merit: Merit
Grade Level-Points: 2-255
Revised/Updated: 11/26/2012

Job Summary

Performs play area duties for the Community Center. Duties include overseeing the play area located in the fitness room. Signing in children, checking ID cards, account and record keeping, information processing, scheduling and engaging in play activities with children in the play room. The position is also responsible for communicating information on the program activities, and providing facility tours when available. The work requires that the volunteer possess good knowledge, skill and ability in working with young children, 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 and children of the community center child play area and checks ID cards.
2. Provides a safe, fun and interactive environment to children.
3. Participate and entertain children with games and other approved activities
4. Responsible to children including paging parent/guardian if necessary to assist with discipline issues and attending to personal needs (i.e. bathroom visits)
5. Updates data in computer system as necessary for user information.
6. Registers members and non-members for child play area and implements sign in and out policy.
7. 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.
8. Communicates information to patrons regarding programs, activities and scheduling of child play area.
9. Provides facility tours to prospective users.
10. Performs typical office duties such as typing, filing, copying as required and may fill in as Front Desk Staff/Volunteer when needed.
11. Ensure that parent/guardian receives copy of Play Area rules.
12. Performs related tasks as required.

Peripheral Duties

Analyze and recommend improvements to equipment and facilities, as needed.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

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Desired Minimum Qualifications

Education and Experience: Any combination of education and experience equivalent to graduation from high school, accredited community college with an associate's degree, course work in child care, customer services, parks and recreation, hospitality, other volunteer work, or related field.

Necessary Knowledge, Skills and Abilities:

- Good knowledge, skill and ability in child care and working with children.
- Patience in dealing with children and customers.
- Considerable ability to establish and maintain effective working relationships with other volunteers, center staff and 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.
- 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.

Supervision Received

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Work is performed under general supervision of the Center Coordinator and/or AM/PM Facility Leader. Play Area Attendant or Volunteer reports to the Center Coordinator. The incumbent uses a moderate amount of independent judgment in making decisions and working with the Center Coordinator and/or Facility Leader and Front Desk Staff. Work is reviewed through observation, staff meetings and reports of department activities.

Supervision Exercised

Child Play Area Attendant/Volunteer does not supervise other employees. Incumbent does work collaboratively with other community center staff.

Responsibility for Public Contact

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

Licensing & Certification

CPR & First Aid Certifications.
Must complete staff training for Play Area prior to working alone.

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 Telephone, computer and keyboard, computer mouse, copy machine, fax machine.

Typical Work Environment: Inside: 95% Outside: 5%

Summary of Occupational Exposures: Ability to sit and/or stand for long periods of time. Play Area Attendant/Volunteer spends majority of time at the play area overseeing the entry and exit of patrons using the facility. Early morning, 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 attendance in the play

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area 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.

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

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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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