

City of Claremont, New Hampshire Position Description

Position Titled:	AM/PM Weekend Facility Leader (Part Time)	FLSA Status:	Non-Exempt
Reports to:	Parks & Recreation Director	Union/Merit:	Merit
Department:	Parks & Recreation	Grade Level-Points:	2-313
Job Summary		Revised/Updated:	11/26/2012

This position performs intermediate paraprofessional and administrative work overseeing and supervising the Community Center facility. Duties include enforcing facility policies, rules and regulations; directing and supervising facility staff; providing tours to prospective members; and responding to the needs of facility guests and users.

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. Provides all guests and facility users with the highest level of customer service, including a safe and clean facility; maintains order to ensure a safe and enjoyable experience for facility visitors
2. Provides patrons/residents with information concerning programs, cancellations and facility operations.
3. Responds to patron questions, complaints, issues and inquiries about facility policies; troubleshoots and resolves problems.
4. Enforces facility policies, rules and regulations; addresses difficult patrons with professionalism and tact and handles all situations in a fair manner; disciplines facility patrons in cases where rules and policies are violated.
5. Supervises facility personnel and coordinates and directs work as needed; supports all facility staff in the performance of their assigned duties.
6. Provides facility tours to prospective members and guests.
7. Fills in as receptionist on an as-needed basis; assists with event set-up and clean-up; cleans and maintains facility areas as needed, including general custodial functions.
8. Opens and closes building as required.
9. Coordinates and often works in the child play area when needed.
10. Completes necessary reports as directed and according to procedure.
11. Recommends improvements to procedures and facility policies
12. Performs related tasks as required.

Peripheral Duties

Assists in the recruitment and selection of a part-time seasonal staff.
Perform the duties of subordinate personnel as needed.
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.

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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Position Description

Desired Minimum Qualifications

Education and Experience:

Any combination of education and experience equivalent to graduation from an accredited community college with an associate's degree and major course work in parks and recreation, hospitality, business or related field, with some responsible supervisory and facility/office management experience.

Necessary Knowledge, Skills and Abilities:

- Knowledge of customer service practices, and ability to apply those practices; possession of excellent oral communication skills (listening and talking); ability to present information regarding all the center services and programs.
- Knowledge of office terminology, procedures and equipment; knowledge of business English, spelling and arithmetic.
- Knowledge of and ability to use computers and computer software.
- Ability to plan and supervise the work of others; ability to establish and maintain effective working relationships with associates, program participants and the general public.
- Ability to establish and maintain effective working relationships with employees, supervisors, other agencies, participants, instructors, community leaders, and the general public.
- Ability to learn and apply standard operating procedures, facility operations, and department policies.
- Thorough knowledge of applicable laws, ordinances, and department rules and regulations.
- Ability to follow complex oral and written directions; skill in the operation of standard office, data entry and work processing equipment; ability to maintain records and prepare reports from such records.

Supervision Received

Work is performed under the general supervision of the Community Center Coordinator and supervision is exercised over subordinate staff. Position reports directly 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.

Supervision Exercised

Incumbent exercises working leadership over receptionist staff, maintenance staff, lifeguard staff and other facility instructors and volunteers.

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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

Current CPR- First Aid a must.

Personnel Training Certifications Preferred

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: Incumbent spends majority of time supervising and overseeing the evening and weekend activities of the community center facility. Evenings and weekend shifts are required. Some physical effort required when demonstrating facility amenities and participating in games and events of the recreational program. 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.

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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:

	<u>Consecutive Hours</u>	<u>Total Hours</u>
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:

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

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