

# JOB DESCRIPTION

## RECEPTIONIST



<b>Employee Name</b>				
<b>Department</b>	<b>PARKS AND RECREATION DEPARTMENT</b>	Part-Time	Non-Exempt	Non-Union

### SUMMARY

Performs clerical, general office and customer service duties in a busy reception area.

### EDUCATIONAL REQUIREMENTS

- High School Diploma or G.E.D.

### EXPERIENCE REQUIREMENTS

- No experience requirement

### ADDITIONAL REQUIREMENTS

#### DRIVING

- Valid Driver's License

### KNOWLEDGE

KNOWLEDGE	REQUIREMENTS	
	ESSENTIAL	IMPORTANT
Computer and keyboarding skills	<input checked="" type="checkbox"/>	
Effective communication skills	<input checked="" type="checkbox"/>	
Knowledge of Parks and Recreation Department rules and policies		<input checked="" type="checkbox"/>

### REQUIRED ABILITIES *[Innate proficiencies]*

ABILITY	REQUIREMENTS	
	ESSENTIAL	IMPORTANT
Act independently		<input checked="" type="checkbox"/>
Analyze situation	<input checked="" type="checkbox"/>	
Attend to details		<input checked="" type="checkbox"/>
Communicate verbally	<input checked="" type="checkbox"/>	
Communicate in writing		<input checked="" type="checkbox"/>
Concentrate	<input checked="" type="checkbox"/>	
Empathize	<input checked="" type="checkbox"/>	
Identify problems	<input checked="" type="checkbox"/>	
Initiate		<input checked="" type="checkbox"/>
Manage pressure	<input checked="" type="checkbox"/>	
Motivate		<input checked="" type="checkbox"/>
Multi-task	<input checked="" type="checkbox"/>	
Organize	<input checked="" type="checkbox"/>	

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Problem solve	<input checked="" type="checkbox"/>	
Think creatively		<input checked="" type="checkbox"/>

### REQUIRED SKILLS *[Learned proficiencies]*

SKILL	REQUIREMENTS	
	ESSENTIAL	IMPORTANT
Actively listen to fully understand circumstances	<input checked="" type="checkbox"/>	
Collaborate with others to maximize innovation and effectiveness		<input checked="" type="checkbox"/>
Communicate ideas, thoughts, knowledge and information to foster clarity and engage others	<input checked="" type="checkbox"/>	
Focus on details to reduce errors and increase efficiency		<input checked="" type="checkbox"/>
Manage time effectively to ensure all work is completed timely and effectively		<input checked="" type="checkbox"/>
Organize work to maximize productivity		<input checked="" type="checkbox"/>
Plan work projects to ensure efficiency		<input checked="" type="checkbox"/>
Resolve conflicts to facilitate goal achievement		<input checked="" type="checkbox"/>
Use empathy to understand the point of view others	<input checked="" type="checkbox"/>	

### SUPERVISORY RESPONSIBILITIES

- No Supervisory Responsibilities

### REPORTS TO

- Facility Manager

### ESSENTIAL JOB FUNCTIONS

*[The fundamental job duties the individual must be able to perform, with or without accommodation; removal of these functions would fundamentally change the job]*

- Greet and work with customers in a professional, friendly manner
- Respond to customer questions and requests, field questions to other departments as required
- Use membership and registration software system for memberships, classes, and special events
- Receive and record payments from customers
- Stay informed and up to date on activities and programs relating to Parks & Recreation
- Answer telephone calls: record and distribute accurate messages
- Work special events and open houses as needed
- Give building tours
- When absences or tardiness occur within the departments, work to secure staff
- File forms and materials
- Balance cash drawer and receipts daily
- Interact with all Parks & Rec employees

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- Make Copies of marketing materials
- Prepare and send emails to customers and Rec Center staff
- Regular and routine onsite attendance

### SUPPLEMENTAL FUNCTIONS

[These are job duties the individual must be able to perform, with or without accommodation; removal of these functions would NOT fundamentally change the job]

- All other duties as assigned

### PHYSICAL DEMANDS

**CONSTANT = HOURLY**

**FREQUENT = DAILY**

**OCCASIONAL = WEEKLY**

**RARELY = MONTHLY**

	<b>CONSTANTLY</b>	<b>FREQUENTLY</b>	<b>OCCASIONALLY</b>	<b>RARELY</b>
Lifting				<input checked="" type="checkbox"/>
Carrying				<input checked="" type="checkbox"/>
Pushing				<input checked="" type="checkbox"/>
Pulling				<input checked="" type="checkbox"/>
Sitting	<input checked="" type="checkbox"/>			
Standing		<input checked="" type="checkbox"/>		
Walking		<input checked="" type="checkbox"/>		
Ascending/Descending stairs			<input checked="" type="checkbox"/>	
Reaching			<input checked="" type="checkbox"/>	
Bending			<input checked="" type="checkbox"/>	
Kneeling				<input checked="" type="checkbox"/>
Crouching				<input checked="" type="checkbox"/>
Grasping/ Finger manipulation			<input checked="" type="checkbox"/>	

### WORK ENVIRONMENT

**CONSTANT = HOURLY**

**FREQUENT = DAILY**

**OCCASIONAL = WEEKLY**

**RARELY = MONTHLY**

	<b>CONSTANTLY</b>	<b>FREQUENTLY</b>	<b>OCCASIONALLY</b>	<b>RARELY</b>
Outdoor environments				<input checked="" type="checkbox"/>
Indoor environments	<input checked="" type="checkbox"/>			

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### EQUIPMENT

*CONSTANT = HOURLY*

*FREQUENT = DAILY*

*OCCASIONAL = WEEKLY*

*RARELY = MONTHLY*

	<i>CONSTANTLY</i>	<i>FREQUENTLY</i>	<i>OCCASIONALLY</i>	<i>RARELY</i>
Phones	<input checked="" type="checkbox"/>			
Computer/laptop	<input checked="" type="checkbox"/>			
Copiers/printers	<input checked="" type="checkbox"/>			
Scanners			<input checked="" type="checkbox"/>	
Monitors		<input checked="" type="checkbox"/>		
Communication Systems		<input checked="" type="checkbox"/>		

### SOFTWARE

*CONSTANT = HOURLY*

*FREQUENT = DAILY*

*OCCASIONAL = WEEKLY*

*RARELY = MONTHLY*

	<i>CONSTANTLY</i>	<i>FREQUENTLY</i>	<i>OCCASIONALLY</i>	<i>RARELY</i>
Customer relationship management software			<input checked="" type="checkbox"/>	
Contract management software				<input checked="" type="checkbox"/>
Database software	<input checked="" type="checkbox"/>			
Spreadsheet software			<input checked="" type="checkbox"/>	
Word processing software			<input checked="" type="checkbox"/>	

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### Disclaimer

*This job description should not be construed as an exhaustive list of duties and responsibilities performed by persons assigned to this classification. It is not intended to limit or in any way modify the right of any supervisor or manager to assign, direct and control the work of employees under his/her supervision. All principle duties and responsibilities of this position are essential functions of the position. Job descriptions are reviewed on a regular basis and may be revised at any time. Revisions will be communicated to employees within the classification. This job description does not constitute a contract of employment; therefore, the company may exercise its employment-at-will rights at any time.*

I have received and understand the position description.

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Employee Signature

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Date

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Employee Printed Name