



CITY OF DES PERES - JOB DESCRIPTION

Job Title:	Part-Time Front Desk Associate
Department:	Parks and Recreation
Reports To:	Facility Superintendent
Hours:	DAY TIME & WEEKEND, YEAR-ROUND Must be available by 4 p.m. during the week and flexible on weekends Must be available to work a minimum of three shifts per week
Starting Pay:	\$12.50/hour DOQ
Online Application:	www.desperesmo.org/325

Summary

Responsible for assisting in supporting and enforcing the rules, regulations, programs, and safety of the facility and facility patrons. Responsible for following the guidelines of The Lodge Life by providing excellent customer service, empowering other team members, bringing the community together, creating experiences worth repeating, and constantly improving our services. Performs registrations for programs and collection of appropriate fees. Responsible for cash management. Assists in the creation and assembly of program flyers, posters, brochures and mailings. Assists the staff in planning, coordinating and executing special events and community activities.

Essential Duties and Responsibilities include the following. However, other duties may be assigned. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Greets guests and members in a friendly manner, always trying to use the customer's name.
- Constantly updates oneself on new information and changes occurring throughout the facility.
- Maintains a clean and safe environment by monitoring the facility constantly and addressing any safety or cleanliness issues immediately.
- Handles people-oriented situations with public in a tactful, professional and friendly manner.
- Exercises good interpersonal skills by gladly assisting others to accomplish the work of the organization, even if it outside the scope of regular duties.
- Performs public relations tasks such as answering phones and responding to inquiries from the public.
- Performs clerical duties for the department staff.
- Registers participants for various programs.
- Processes membership transactions thoroughly and completely.
- Assists in conducting special events and community activities.
- Assists in the distribution of program flyers and mailings.
- Checks in and out rental equipment.
- Acts in a dependable manner by meeting schedules and deadlines, adhering to policies and procedures and maintaining an excellent attendance record.
- May assist in the instruction of programs and classes.
- Collects appropriate monies and fees for all sales and transactions. Responsible for balancing daily cash drawer.
- Enforcement of facility policies and City rules and regulations.
- Reports problems, suggestions or equipment issues immediately to the direct supervisor.

Supervisory Duties

None

Education and Experience Required

A high school diploma or in the process of obtaining a high school diploma. Some college is preferred. One year related work experience is preferred. American Red Cross CPRPR and First Aid certification must be obtained within three months of employment.

Knowledge, Skills and Abilities

Knowledge of

- Clerical practices and standards

Ability to

- Demonstrate professional public relations skills, effective interpersonal and communications skills
- Prioritize tasks
- Operate office machines and equipment
- Operate cash drawer
- Be trained on new techniques and jobs
- Work evenings and weekends a minimum of three shifts per week

Language and Mathematical Skills

Ability to read and comprehend simple instructions, short correspondences and memos. Ability to write simple correspondence. Ability to add, subtract, multiply and divide using whole numbers, common fractions, and decimals. Ability to compute rates, ratios and percentages.

Mental and Physical Demands described 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 meet these demands.

Ability to apply common sense understanding to carry out detailed but uninvolved written and oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations. Regularly required to sit, stand, walk and reach with hands and arms. Occasionally required to lift and transport 10-pound objects. Must be able to see, speak and hear. The City of Des Peres is an Equal Opportunity Employer. Reasonable accommodation will be provided as required by law.

Work Environment

The indoor environment provides for a safe and healthy work environment and is smoke and drug free. Occasionally, it may be wet and humid, as well as moderately loud.