
ORGANIZATION: City of Newport
DEPARTMENT: Parks and Recreation

LOCATION: Newport, Oregon
DATE: July 2008

Non-Exempt

JOB TITLE: Control Desk Receptionist I

Range R-2

PURPOSE OF POSITION:

Provide prompt, courteous, and knowledgeable customer service to Recreation Center patrons, including answering questions in person and by phone, directing phone calls, selling passes, assisting with activity registrations and helping with room reservations.

ESSENTIAL JOB FUNCTIONS AND EXAMPLES OF DUTIES PERFORMED:

Open and close the Recreation Center. Greet patrons in person and on the telephone. Register and receive payments from customers for classes and passes and room rental offered at the Recreation Center. Reserve rooms for classes and rentals. Responsible for balancing money in drawers and concessions before, during and after shifts. Answer telephones, provide information, and direct calls as needed. Provide customers with information on events and activities happening at the Recreation Center, Senior Center, and Parks. Sell and restock concessions. Create flyers and make copies for current and upcoming activities at the Recreation Center. Manage household information for all members of the Recreation Center. Clean and maintain desk area and break room. Make sure that entry area looks clean and welcoming to the customers and current information is available. Assist with Recreation Center projects. Assist with maintaining building security and monitoring security video system.

Develop and maintain a positive working relationship with colleagues, supervisors, clients and others.

JOB QUALIFICATION REQUIREMENTS:

MINIMUM/MANDATORY EDUCATION AND EXPERIENCE REQUIREMENTS:

Any equivalent combination of education and experience which provides the applicant with the knowledge, skills, and abilities required to perform the duties as described. A typical way to obtain the knowledge, skills and abilities would be: A high school equivalency.

KNOWLEDGE: Knowledge of customer service and general office procedures.

SKILLS: Skill in the use of personal computers, various related software programs, and standard office equipment.

ABILITIES: Ability to establish and maintain an effective working relationship with City management, employees, Council members, other entities, and the general public. Ability to communicate effectively, both orally and in writing, with individuals and groups. Ability to honor the confidentiality required of this position. Physical ability to perform the essential job functions.

DESIRABLE QUALIFICATIONS:

First Aid/CPR/AED. Six months related work experience.

PHYSICAL DEMANDS OF POSITION:

While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach, and manipulate objects. The position requires mobility including the ability to frequently lift or move materials up to five pounds and occasionally lift or move materials up to sixty pounds. Manual dexterity and coordination are required approximately 50% of the work period while operating equipment such as computers, keyboards, telephones, and standard office equipment.

WORKING CONDITIONS/WORK ENVIRONMENT:

Work location is primarily indoors where most of work period occurs in a Recreation Center environment.

SUPERVISION RECEIVED:

Work is performed under the general direction of the Recreation Superintendent.

SIGNATURES:

This document has been reviewed between the Supervisor and the Incumbent. I understand that this document is intended to describe the most significant essential and auxiliary duties performed by the job/position for illustration purposes, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. This job/position description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.

Incumbent Name Incumbent Signature Date

Supervisor Name Supervisor Signature Date

*Date Revised: July 2008
Approved by: _____
City Manager*