

Front Desk Attendant
Annapolis Recreation and Parks Department

Pay Rate \$9.50/hour

Employment Type Part Time Job Category Clerical and Administrative Support

GENERAL STATEMENT OF DUTIES: Responsible for ensuring that members and guest receive the highest level of customer service for the Annapolis Recreation Center at Truxtun Park. Responsible for providing assistants and knowledge of membership sales, program registration, facility rentals and other center information.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class provides customer service to the front desk of the recreation center. This includes answering phones, cash management, membership sales, facility tours, program registration, facility rental, and equipment check out. Also works with other professionals throughout the center to ensure satisfied members and guests of the center.

EXAMPLES OF WORK: (Illustrative only)

- Provide exceptional customer service to members & guests
- Keep front desk area neat and pleasing at all times
- Maintain filing of applications
- Update class system
- Ensure opening/closing desk procedures are followed daily
- Serves as initial customer service contact for members at the front desk, including answering phone, questions, welcoming, and other public communications
- Registers members and participants, via the mail, fax, phone (when applicable) and in person, collects fees and charges for department sponsored classes; issues facility permits; and prepares rental contracts for facility rentals
- Responsible for selling membership, registration system, facility booking and cash registers/boxes ensuring accuracy
- Assist marketing staff with lobby area of center to ensure cleanliness and brochure distribution area/bulletin boards for inappropriate information/out of date materials
- Other duties as needed.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Comprehensive knowledge of the principles and practices of customer service; Data Entry (alpha/numeric), Typing 40wpm, 1 year of related job experience; ability to work with the general public in a tactful way; general knowledge of first aid/CPR practices and techniques; ability to develop and maintain effective relationships with co-workers and activity participants; knowledge of Microsoft Office applications. **Must be willing to work days, evenings, and weekends as necessary.**

ACCEPTABLE EXPERIENCE AND TRAINING: Considerable organizational, direct customer service and clerical experience or any equivalent combination of experience and training which provides the required knowledge, skills and abilities. CPR, First Aid and AED certifications (must be obtained within 60 days of hire).

AMERICANS WITH DISABILITIES ACT: Physical ability: ability to work outside in all seasons; ability to operate a vehicle in traveling to parks and recreation centers; ability to operate standard office equipment including copier, computer, fax machine, etc.; ability to reach into file drawers in standard four-drawer filing cabinets.

Visual ability: sufficient to observe recreation activities, to effectively operate standard office equipment; ability to read and write reports, correspondence, instructions, etc.

Hearing ability: sufficient to hold conversation with other individuals both in person, over a telephone and/or radio.

Speaking ability: sufficient to communicate effectively with other individuals in person, over a telephone and/or radio.

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Freedom from mental disorders which would interfere with performance of duties as described.