

City of Shelbyville, Tennessee

Receptionist (PT)

DEFINITION:

The employee is under the supervision of the Customer Service Supervisor and Director. Directions are usually specific and independent judgement is needed to complete some tasks.

The employee is responsible for assisting in the operation of the front desk area of the recreation facility. Duties include, but are not limited to: answering inquiries from the public, operating a computer system for various uses, issuing daily/yearly passes, making facility reservations, booking rentals, taking registrations, collecting money, issuing receipts, etc. The employee will perform other duties as requested.

This is a part-time position with an hourly rate of \$10.00

EQUIPMENT/JOB LOCATION:

- The employee will work primarily indoors at the recreation facility front desk.
- The employee will operate telephones, copy machine, calculators and other modern office equipment.
- The employee will operate a computer/ID system that will handle many aspects of the daily operation of a recreation facility.
- Intermittent sitting, standing, stooping and walking is required.
- The employee may be exposed to loud noise.

ESSENTIAL FUNCTIONS OF THE JOB:

Essential and other important responsibilities and duties may include, but are not limited to the following:

1. Performs front desk receptionist duties. Operate the front desk area in a friendly, tactful, knowledgeable and efficient manner.
2. Meet and greet the public as they come in to the facility or call on the phone. Make sure all phone calls are answered efficiently and routed properly.
3. Receives complaints from the public and routes to proper personnel.
4. Assist with the marketing of the facility by being a congenial greeter to all patrons coming into the facility.
5. Answer all questions about facility rules, regulations, procedures, etc. pertaining to the daily operation of the facility and for special events at the facility.
6. Take all registrations for passes, programs, guests, and groups using the facility.
7. Take reservations for the facility.
8. Use computer system and ID camera to produce new and replacement ID cards for pass holders of the facility.
9. Control the main entrance area to the facility. Check all ID's for admittance to facility. Observe and enforce facility policies and rules.

- 10. Sell facility passes, etc. and collect all money as required.
- 11. Collect funds, issue receipts and record transactions as required by the computer system.
- 12. Sign up participants for various classes, special events, etc.
- 13. Insure that all equipment used by customers is properly checked out and checked back in good condition.

REQUIRED KNOWLEDGE AND ABILITIES:

- 1. Knowledge of all costs and fees for the different pass types and for the different programs at the facility.
- 2. Knowledge of computer operations.
- 3. Knowledge of standard office procedures, practices and equipment.
- 4. Ability to establish and maintain an effective working relationship with the public and other employees.
- 5. Ability to deal effectively with the public in person and over the phone.
- 6. Ability to understand and follow verbal and written directions.
- 7. Ability to establish and follow detailed work procedures.
- 8. Ability to practice good customer service procedures in answering all questions and in dealing with all customers who enter the facility.
- 9. Ability to maintain a clean and orderly working area.
- 10. Ability to work with numbers in a knowledgeable manner.
- 11. Ability to follow specifically set procedures for handling money.

RECOMMENDED QUALIFICATIONS:

Any combination of training and experience equivalent to:

- 1. Graduation from or currently enrolled in an accredited high school or GED equivalent.
- 2. Good communication skills, both verbal and written.
- 3. Experience working with the public in a receptionist type capacity.
- 4. Experience working with a computer system is helpful.
- 5. Experience in handling money is preferred.

APPLICANT/EMPLOYEE ACKNOWLEDGMENT:

The job description for the position of Receptionist (PT) for the City of Shelbyville Parks & Recreation Department describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes _____ No _____

Signature

Date