

City of Palos Heights Parks & Recreation

Position Description

Position Title: Part Time Front Desk

Department: Parks & Recreation

Reports To: Administrative Support Supervisor

FLSA Status: Non Exempt

Hours: Schedule will vary, AM and PM shifts available, Mon-Sun.

Wage: \$11.00 per hour

Purpose of Position:

The Front Desk position is responsible for supervising the general operation of the Recreation Center, including facility rentals, program activities, and building security. The Front Desk position is a part time position which requires weekday evenings and weekend hours. It is under the direct supervision of the Administrative Support Supervisor.

Essential Job Functions:

- Answer telephones and greet public.
- Process incoming registrations and fees according to procedure.
- Check in building rentals and monitor rental activities, including collection of outstanding fees and completion of room rental inspection form.
- Assist recreation program managers with general program maintenance as assigned, including making phone calls and preparing copies.
- Assist customer with facility rental processes.
- Occasional rental room set up and custodial duties.
- When applicable, fill out injury/accident form or assist program instructor in completing form and submitting it to your supervisor.
- When applicable, notify Superintendent of facilities or Recreation Supervisor of any damage to recreation department property and/or equipment.
- Secure and lock up facility at the end of business hours.
- Follow all safety procedures.
- Enforce rules and regulations of facility.
- Have general knowledge of department and programming or ability to find correct information.
- Present a professional image.
- Treat all patrons in a fair and impartial manner.
- Attend staff meetings as assigned.
- While performing the duties of this job, the position requires standing for long periods of time.

- Must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision and depth perception.
- Any other duties as assigned

Safety and Risk Management:

- Addresses unsafe employee behaviors by approaching, correcting and reporting.
- Responds in emergency situations, notifying the appropriate authorities when necessary.
- Follows safety disciplinary policies and procedures.
- Requests staff assistance when lifting and or moving objects 50 lbs. or greater, when possible, to reduce lifting and moving injury exposures.
- Attends safety in-service trainings and may complete safety inspections.
- Completes incident/accident report forms and promptly forwards them to the Facility Manager.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- Safety and Security – Use good safety awareness, judgment and follow policies; reports potentially unsafe conditions; uses equipment, following manufacturer safety instructions; and follow agency ergonomic policies and procedures.
- Attendance/Punctuality – Demonstrate consistent attendance and on-time arrival.
- Dependability – Follow instructions and management direction; take responsibility for own actions; keep commitments; and complete tasks on time or notifies appropriate person.
- Planning/Organizing – Prioritize and plan work activities and use time efficiently.
- Judgment – Exhibit sound and appropriate judgment; support and explain reasoning for decisions; include appropriate people in decision-making process; and make timely decisions.
- Professionalism – Approach others in a tactful manner; react well under pressure; treat others with respect; accept responsibility for own actions; and follow through on commitments.
- Problem Solving – Identify and resolve problems in a timely manner; gather and analyze information skillfully; develop alternative solutions; work well in group problem-solving situations; and use reason even when dealing with emotional topics.
- Customer Service – Manage difficult or emotional customer situations; respond promptly to customer needs; solicit customer feedback to improve service; respond to requests for service and assistance; and meet commitments.
- Interpersonal Skills – Focus on solving conflict, not blaming; listen to others without interrupting; keep emotions under control; and remain open to others' ideas and tries new things. Must have ability to deal with people and patrons under stressful situations.
- Teamwork – Promote and support work teams; put success of team above own interests; and support everyone's efforts to succeed.

- Oral Communication – Listen and get clarification, and respond well to questions.
- Organizational Support – Follow policies and procedures.

Qualifications:

Individual must be over the age of 18 and possess effective communication and customer service skills. Must have an interest in customer service, recreation, and a positive record of delivering customer service. Must be aware of and learn to anticipate public needs. Must be willing to maintain a clean and safe work environment. CPR and First Aid certifications a plus or must be willing to obtain within three months from date of hire.

Language Skills:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively to members or employees of organization.

Physical Demands:

The physical demands described here are representative of those that an employee must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is required to stand for long periods of time. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision and depth perception.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- The noise level in the work environment is usually moderate.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The City of Palos Heights is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals with disabilities.