



Position Description

POSITION TITLE: Community House Receptionist

REPORTS TO: Department Administrative Assistant

EMPLOYMENT CLASSIFICATION: Part-time

LATEST REVISION DATE: September 18th, 2023

DEPARTMENT: Parks & Recreation Department

FLSA CATEGORY: Non-Exempt

PAY TYPE: Hourly, Pay Grade 3

GENERAL PURPOSE

The Community House Receptionist is responsible for greeting and assisting visitors, managing phone calls, providing information, and performing various administrative tasks to support the efficient functioning of the Parks and Recreation Department. This position will work 19 hours per week during standard office hours. Some flexibility is available on the days of the week and hours per day.

SUPERVISION RECEIVED

Works under the direct supervision of the Administrative Assistant, completing tasks for department supervisors and the Director of Parks and Recreation as required.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES & RESPONSIBILITIES

1. **Greet Visitors:** Welcome and assist all visitors, including community members, guests, and participants in programs or events, with a friendly and professional demeanor.
2. **Answer Phones:** Manage incoming phone calls, answer inquiries, and direct calls to the appropriate staff members or departments.
3. **Information Dissemination:** Provide accurate information about the community center's programs, services, events, and facility usage policies to visitors and callers.
4. **Registration and Check-In:** Assist with program registrations by phone and in-person, occasionally greet visitors and program attendees, and occasionally support check-in of participants from front desk.
5. **Cash Handling:** Collect fees for programs, memberships, or facility rentals, issue receipts, and maintain cash registers or financial records as required.
6. **Room Rental Scheduling:** Schedule room rentals for community center services, such as meeting rooms, fitness facilities, or counseling sessions.



7. **Mail and Email Handling:** Sort and distribute incoming mail and prepare outgoing mail or correspondence as needed.
8. **Security and Access Control:** Monitor visitors from the front desk, and through occasional building walk-throughs, to ensure compliance with community center policies. Direct issues to supervisor, maintenance team, or police as necessary.
9. **Administrative Support:** Assist with administrative tasks, such as data entry, filing, photocopying, research, and maintaining records, with a focus on cemetery, forestry, and building operations.
10. **Problem Solving:** Address and resolve visitor complaints or concerns promptly and professionally or escalate them to the appropriate staff members.
11. **Safety and Emergency Response:** Be familiar with safety and emergency procedures, including fire evacuation plans, and assist in emergency situations as necessary.
12. **Maintain Cleanliness:** Ensure the front desk area is kept clean, organized, and stocked with necessary supplies, such as brochures, forms, and informational materials. Monitor community center rental spaces and gym for cleanliness, clean up as time allows, and direct issues to maintenance staff as needed.

MINIMUM DESIRED QUALIFICATIONS:

- High school diploma or equivalent; additional education or customer service training is a plus.
- Excellent communication and interpersonal skills.
- Proficiency in using office equipment, including computers, phones, and basic software applications.
- Strong organizational skills and attention to detail.
- Ability to handle multiple tasks and remain calm under pressure.
- Knowledge of community center programs and services (may require on-the-job training).
- Basic math skills for cash handling and financial transactions.
- Flexibility in work hours, including evenings and weekends, depending on the community center's operating schedule.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS:

- Considerable knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures.
- Demonstrated skills in word processing, spreadsheet software, calendar software, and ability to learn special applications related to Parks & Recreation.
- Ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.
- Requires ability to multi-task at various levels of intensity. Effective time management to meet deadlines on short notice required.
- Ability to work independently and to complete daily activities according to work schedule.

- Ability to understand and communicate written and oral instructions.
- Ability to establish effective working relationships with employees, supervisors, and the public.
- Ability to meet high customer service standards and demands.

TOOLS AND EQUIPMENT USED

Programmable telephone, personal computer, laser printer, copy machine, calculator, cash register and credit card machine. Computer software includes MS-Windows, MS-Word, MS-Excel, MS-Access, MS-PowerPoint, CivicRec (registration and booking system), Internet, CIMS Cemetery Software, app based scheduling platform for building attendants.

PHYSICAL DEMANDS

The physical demands described here 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 perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, sit and talk or hear. The employee is required to use hands and fingers to handle, feel or operate objects, tools, or controls, and reach with hands and arms. The employee is occasionally required to balance, stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close visions, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions in an office environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is minimal.

SELECTION GUIDELINES

Formal application, rating or education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.