

## LINDON CITY JOB DESCRIPTION

TITLE: FRONT DESK ATTENDANT (Comm. Ctr.)

EFFECTIVE DATE: 1/14/2015

DEPARTMENT: PARKS & REC

FLSA CODE: NONEXEMPT

PART-TIME/STARTING PAY RATE: Range 1, Step 1 \$9.07 p/hr

**This position is primarily a 3:00 PM to 6:00 PM (occasionally later) M-F position. Some Saturdays may be required for reservations supervision.**

### NATURE OF THE WORK

Under close supervision of the Parks and Recreation Director and Program Coordinator performs customer service counter work in daily admissions, greeting patrons, answering telephones, registering patrons for programs, and monitoring and supervising programs at the Lindon Community Center.

### Essential Duties:

- Establish excellent customer service emphasis
- Use of the DASH software reservations and cash handling program as well as Mountainland Association of Governments Database.
- The sales of aquatic center memberships, classes, gift certificates, daily fees, open gym fees, program registrations, etc.
- Provide exceptional customer service when answering incoming telephone calls.
- Provide a high level of personalized attention as participants check in and checkout of facility before and after reservations
- Assists patrons/program participants in providing information, and direction and education and responds to complaints, inquires, and information requests. Greeting all who enter the building in a positive friendly manner.
- Supervise the building when reserved; make sure all rules and regulations are followed by renters. Lock up when reservation has concluded.
- Handle cash, check and credit card transactions. Follow all cash handling policies and procedures. Handle deposits for any/all facilities transactions.
- Provide tours of the facility as needed.
- Maintain cleanliness of the Community Center daily.
- Maintain an active Food Handlers Certificate.
- Make sure Senior Lunch is set up, started and completed in a timely manner and according to the rules and regulations set by the State of Utah and Utah County Health Department.
- Attend staff meetings when invited.
- Perform opening and closing duties of the facility as needed.
- Perform duties as assigned/designated by the recreation supervisor or Parks & Recreation Director.
- Adheres to all departmental policies and procedures.
- Maintain communication link with all class instructors and staff.
- Orient current and new members on proper usage of exercise equipment.
- Communicate safety concerns with full time staff.

- Assist in conducting recreation and senior area member and participant surveys.
- Maintain cleanliness of the community center.
- Maintain a working knowledge of all general and departmental specific safety rules.
- Attends all required safety programs and in-service education meetings.

#### Minimum Qualifications

- High school graduate or equivalent or currently attending high school.
- Experience in word processing, typing, 10-key calculator desired.
- Ability to work in a team setting and communicate effectively both verbally and in writing; ability to follow written and verbal instructions.

#### Requirements

- Ability to work mornings, mid-day, evenings, weekends, and holidays.
- Must be able to lift 25 pounds.