

## RECREATION CENTER ATTENDANT III

GRADE 26

FLSA Status: Non-Exempt

### **GENERAL DEFINITION OF WORK:**

Performs intermediate skilled clerical work overseeing and assisting with facility operations and coordinating activities/programs; does related work as required. Work is performed under regular supervision. Limited supervision may be exercised over subordinate personnel.

### **ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

**Answering telephone; greeting citizens; providing information on programs and activities; registering patrons; preparing and maintaining files and records.**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Hires, trains, supervises and evaluates subordinate staff.
- Provides direction, training and assistance to employees; coordinates daily work activities; monitors status of work; inspects completed work; troubleshoots problem situations; reviews time sheets and codes for payment.
- Registers patrons for programs; rents park and recreation facilities to the general public and maintains appropriate schedules; receives receipts and accounts for various program fees and revenues; reconciles receipts to ticket sales logs; forwards receipts to the Treasurer's Office.
- Opens and closes facility; sets up for various programs and events; restores facility after events.
- Records and maintains various equipment and supply inventory lists.
- Informs the public about the various programs, rules and regulations of the department; responds to inquiries about the County, surrounding areas, public events, civil offices, businesses, places of historical interest, etc.
- Completes and submits various financial, administrative and statistical reports; processes purchase requests and invoices for payment.
- Plans, coordinates, schedules and supervises use of community center; inspects facility for safety hazards and operational deficiencies; recommends improvements and initiates corrective measures.
- Ensures patron compliance with operating procedures and safety/security standards.
- Assists with providing programming support by monitoring programs and activities to ensure execution is in accordance with County policy; notifies patrons about status of programs, classes and events; processes refund requests.
- Assists program instructors; oversees community service workers; assists with overseeing and directing custodial staff to maintain facility cleanliness and program readiness.
- Receives and processes incoming and outgoing mail; performs general clerical tasks which include answering telephone, making copies, sending and receiving faxes, filing documentation, etc.
- Enters a variety of information into computer system; prepares and/ completes various forms, reports, correspondence, logs, supply requisitions, daily cash transmittals, cash reports, accident reports, incident reports, attendance records, etc.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

General knowledge of the tools, materials and equipment used in recreation facility maintenance; general knowledge of the equipment and techniques, relevant rules and regulations of recreation and athletic programs for children, youth or adults; ability to enforce rules and regulations; ability to prepare and maintain records and files; ability to communicate effectively both in oral and written forms; general knowledge of Microsoft office products and business writing and communication; ability to establish and maintain effective working relationships with associates, program participants and the general public. Must have comprehensive knowledge of related procedures and policies and the ability to organize and train part-time temporary Recreation Center Attendants.

### **EDUCATION AND EXPERIENCE:**

Any combination of education and experience equivalent to high school diploma with a minimum of 5 years experience relating to customer service and cash handling. Must demonstrate commitment of continuous learning and improvement to include the required number of annual training hours completed.

### **PHYSICAL REQUIREMENTS:**

This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; work requires reaching, standing, walking, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

### **SPECIAL REQUIREMENTS:**

Possession of an appropriate driver's license valid in the Commonwealth of Virginia. Possession of First Aid, CPR and AED certifications.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.