

CITY OF TALLADEGA

JOB DESCRIPTION

Job Title: Recreation Center Associate

Department: Parks and Recreation

FLSA:

Grade:

Safety Sensitive Job: Yes

Security Sensitive Job: No

Job Description Prepared: June 2017

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this job and are not to be interpreted as being all-inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports to: Director, Parks and Recreation

Subordinate Staff: None

Other Internal Contacts: All Departments

External Contacts: General Public; Vendors; Local Businesses; Healthcare Organizations; Alabama Extension Office; Senior Citizen Organizations; Community Organizations; Schools; Religious Organizations

Job Summary

Under the supervision of the Director, Parks and Recreation, the employee serves as the first point of contact for use of the Recreation Center. This employee facilitates Center use and operation and accesses supports and resources as needed. The employee signs up members, registers people and groups, accepts applications and fees for rental of the facilities, and completes records and reports. Customer service is a central component of this job. This job classification is identified as safety-sensitive and is subject to pre-employment background check and random drug screens.

Essential Functions

ESSENTIAL FUNCTIONS: The following list was developed through a job analysis; however, it is not exhaustive and other duties may be required and assigned. A person with a disability which is covered by the ADA must be able to perform the essential functions of the job unaided or with the assistance of a reasonable accommodation.

ESSENTIAL FUNCTION: Customer and Member Services. Performs duties relating to member services by interacting with and engaging customers.

1. Acts as a first point of contact for the department and represents the City in a professional manner.
2. Meets and greets visitors, customers, and members in a friendly professional manner.
3. Answers the phone and provides appropriate information.
4. Answers questions and inquires, responds to requests, addresses concerns, and provides instructions and information.
5. Escorts visitors and members.
6. Signs up and processes new member applications and fees by acquiring pertinent information and inputting data into the system.
7. Registers individuals and groups for events.
8. Accepts applications, verifies information, and collects monies.
9. Accepts and counts monies for appropriate fees.
10. Coordinates organization registration, advertises event, and sends email and other correspondence to registrants.

ESSENTIAL FUNCTION: Recreation Center Use. Coordinates the use and execution of events at the City's recreation centers by determining availability, appropriately scheduling, and accepting appropriate fees by following City rules and regulations, and state law.

1. Schedules events at the Recreation Center by listing all pertinent information.
2. Determines facility availability.
3. Handles facility rental/reservations (park, banquet room and pool) for individuals and groups by documenting all necessary information.
4. Takes renters on facility tour, collects fees, and issues receipts.
5. Accepts applications and payments for those reserving space in the facility.
6. Counts monies; reconciles and deposits funds.
7. Sends payment reminders to reservation holders.
8. Assists renters with any needs associated with event.
9. Coordinates the setup for special events with event organizers and directs the setup of all City owned facilities for special events (these can be high profile events where large numbers of citizens and visitors are present) as required.

10. Ensures vendors are properly placed on the appropriate sites in preparation of special events.
11. Coordinates emergency repairs with appropriate vendors and/or individuals.
12. Maintains scheduled rentals in reservation book.
13. Prepares the facility for a scheduled event with chair and table setup.
14. Receives assignments and direction for items needing attention, and for special requests.
15. Maintains cleanliness and general upkeep of center facilities.
16. Ensures the proper upkeep and maintenance of seasonal decorations.
17. Oversees building reservations and the maintenance of reservation records and files.

ESSENTIAL FUNCTION: Communications. Provides oral and written forms of communication to address inquires, provide instructions, and disseminate information.

1. Answers the telephone and provides information/assistance or routes caller to the appropriate individual; takes/delivers messages as required.
2. Greets customers and visitors.
3. Conducts tours of the facility walking small groups or individuals around public access areas.
4. Communicates with Parks and Recreation employees using cell phones or two-way radio
5. Dispatches employees to provide assistance to vendors or members and to maintain the park in a neat and orderly fashion.
6. Generates correspondence to provide information and details regarding rentals and events.
7. Disseminates information: distributes notices about the Center and about special events.
8. Handles all departmental mail and coordinates with delivery service.
9. Assists the Director with administrative tasks.

ESSENTIAL FUNCTION: Recreation Center Operations. Maintains and completes required documents to ensure park services and facilities operate in an efficient and effective manner. Follows established processes.

1. Represents the City in a positive and professional manner in all interactions.
2. Establishes priorities of the Center.
3. Completes records and reports.
4. Maintains documents.
5. Accesses supports and resources, as needed.
6. Ensures that the Center operates in an orderly fashion.
7. Ensures that the Center operates according to established and approved practices and policies.
8. Ensures compliance with safety guidelines and laws.

9. Assists in solving general problems; refers unusual or complex issues to the director.
10. Maintains departmental inventory to include cleaning supplies, maintenance supplies, and Parks and Recreation equipment.
11. Assists in planning, scheduling, and directing activities of the Department.
12. Assists in developing the work schedule.
13. Trains new employees and ensures quality of completed project.
14. Generates in-house monthly reports to include revenue, usage, memberships, and events.
15. Articulates needs and assists in preparing the annual departmental budget.
16. Drives to perform routine errands.
17. Performs all job related duties, as required.

Knowledge, Skills and Abilities

(* Can be acquired on the job)

1. *Knowledge of City rules, regulations, policies and procedures.
2. *Knowledge of the locations of City properties and important locations.
3. Knowledge of functions and services provided through municipal parks and recreation departments.
4. Knowledge of basic office management practices.
5. Reading skills to comprehend documents, manuals, laws, licenses, reports, ordinances, directives, procedures and instructions.
6. Verbal skills to communicate effectively with broad and diverse individuals and groups, including the general public.
7. Writing skills to communicate clearly and neatly to complete reports, forms, and records using correct English, grammar, and punctuation.
8. Math skills to accurately perform calculations necessary work with membership fees and facility rentals.
9. Skills to appropriately use office electronic equipment such as multi-line phones, fax machines and copiers.
10. Skills to use computers.
11. Ability to organize and manage calendars and schedules.
12. Ability to consistently represent the City in a positive, professional manner.
13. Ability to work according to priorities; ability to perform work accurately, with attention to detail, and within designated time constraints.
14. Ability to carry out work and assignments in a timely and accurate manner.
15. Ability to effectively collaborate work with others.
16. Ability to interact with the public in a positive and professional manner.
17. Ability to organize and manage calendars and schedules.
18. Ability to consistently represent the City in a positive, professional manner.
19. Ability to accomplish tasks in a timely manner and to meet deadlines.
20. Ability to use computers and office productivity software.

Minimum Qualifications

1. Possess a high school diploma or GED.
2. Two (2) years of professional work experience in an office environment working with the general public; previous work or volunteer experience in parks and recreation; or any combination of education, training and experience that demonstrates the above listed knowledge, skills and abilities commensurate with the requirements of this job.
3. Ability to pass a pre-employment background check and random drug screens.

Physical Demands

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching or similar activities; recurring lifting moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above-average agility and dexterity.

Work Environment

The work involves moderate risks or discomforts which require special safety precautions, e.g., working around moving parts, carts, or machines; with contagious diseases or irritant chemicals, etc. Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves or shields.

Acknowledgment

I acknowledge that I have received a copy of my job description.

I am aware that any questions about my job performance expectations should be referred to my supervisor or department director.

Printed name

Signature

Date