



Recreation Department Civic Center Welcome Desk Clerk

Mayor Pamela Bobst

Reports To: Administrative/IT Coordinator
Shift: Various – Sunday through Saturday
5:00 A.M. – 11:00 P.M. up to 25 hours a week
Weekends expected

Salary: \$9.00 - \$11.00 per hour
FLSA Status: Exempt

Position Overview:

Under general supervision of the Assistant Director and the Marketing & Membership Coordinator, the Welcome Desk Clerk assists in member log-in, program registration, membership sales, and pass production. Responsible for opening and/or closing procedures, including cash handling, transactions, and check and credit card deposit. Position uses computer, telephone, copier, fax machine, member bar code scanner, entry keypad and camera. This job is performed in a recreation center lobby and is performed in a typical office environment where the employee is not generally exposed to adverse weather conditions

Duties:

1. Customer Service , Membership Sales and Program Registration 90%

- Greet members and guests as they enter/exit the building and on the phone in friendly, polite and timely manner
- Ensure anyone entering the facility has an active membership or other valid reason for entering the facility
- Effectively communicate branch facility guidelines to members and guests
- Log members into the facility using recreation software*
- Provide complete and accurate information about the department and its programs to members, program participants, and the general public*
- Explain and sell memberships to patrons, complete appropriate paperwork*
- Verify and prepare daily deposit for City Hall which include cash handling, balancing transactions, and check and credit card deposit*
- Take photos and produce passes for patrons
- Explain and register patrons into appropriate recreation classes/programs, complete appropriate paperwork
- Verify eligibility in insurance-covered programs
- Attain and maintain accurate records in the recreation software database
- Handle and resolve membership or program concerns and/or inform appropriate supervisor of unusual situations or unresolved issues
- Promptly return phone calls

2. Miscellaneous 10%

- Be familiar with opening, closing and emergency procedures

- Monitor activities in lobby and notify supervisor of any problems/issues
- Receive and properly route telephone calls for staff and if necessary, take legible, detailed messages
- Dress in Recreation Department Staff shirt and nametag
- Attend all staff meetings/trainings
- Complete any and all other duties as assigned by Membership and Marketing Coordinator and Assistant Director

**Denotes essential function of the job*

Minimum Qualifications:

- High-school diploma or equivalent.
- Must possess strong computer skills, experience in customer service, good verbal and written communication skills, problem solving, training and supervision of staff, and knowledge of orientation for membership sales and promotion.
- Preferred certifications: CPR/AED and First Aid Certified (may be acquired after hire)

Position will be posted until filled. Applications may be obtained at http://s804876413.onlinehome.us/hr_docs/employment_application.pdf or at Rocky River City Hall. Submit completed application, cover letter and resume, Monday through Friday, 8:30 a.m. to 4:30 p.m. at:

**Michael T. Greco, Director
Human Resources Department
City of Rocky River
21012 Hilliard Boulevard
Rocky River, OH 44116**

The City of Rocky River is an Equal Opportunity Employer