

Recreation Facility Attendant I

DEFINITION

Work at the Recreation Facility Attendant I level involves the provision of general information and customer assistance related activities at a variety of community services facilities and includes the performance of cash handling, clerical, customer service and facility attendant activities in support of the business operation. Work activities would include the operation of standard office and other facility equipment that support the activities and services provided by the facility.

Work in this class normally involves frequent public contact wherein the information or explanations provided require knowledge of the policies, programs and services of the specific business operation. Incumbents in this class may be expected to have some knowledge of the other municipal facilities, programs, and services.

Work in this class is performed in accordance with specific written and verbal instructions, established civic policies, department operational policies and procedures and is subject to review by a supervisor to ensure compliance with these guidelines.

Incumbents in this class may be required to assist in the orientation of other employees which includes providing an explanation of the duties to be completed and the demonstration of how to perform them.

TYPICAL DUTIES*

Process payment for facility admissions, facility rentals, programs, passes, rental of equipment and sale of sundry items and issues refunds.

Perform cash handling activities including the preparation of deposit reports and deposit of funds in the drop safe.

Provide general information and related customer services assistance for in-person, telephone, fax or e-mail inquiries regarding the hours of operation, fee schedules, programs and events, facility rentals, lost and found items and general inquiries regarding community services facilities and programs provided.

Process program registrations and facility rentals including data entry of program and participant information, preparation of confirmation documentation, completion of deposit and billing advice forms.

Performs clerical work including word processing, data entry of time records, program and event information for user groups, preparation of statistical reports, maintenance of lost and found records, and inventory of passes.

Merchandising of sundry and gift shop items including inventory control, product ordering, pricing of merchandise, product knowledge and personal sales.

Perform facility attendant duties including locking and unlocking facility, arming and disarming security alarm systems, set up and take down of facility equipment, updating displays and signage, monitor and control of patron access to the facility, minor janitorial and maintenance activities as required by operational needs.

Performs other related duties as required.

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KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of modern office practices, procedures and equipment.

Knowledge of computerized equipment, including personal computers and business software applications.

Knowledge and familiarity with point of sale and registration software.

Knowledge of cash handling practices, policies and procedures.

Knowledge of operational practices and procedures relative to security issues; ability to respond to emergent situations.

Ability to deal courteously and effectively with public, facility staff and volunteers.

Ability to understand and execute oral and written instructions and information.

Ability to assist in the response to emergency situations by performing first aid in accordance with certification level.

Skill in operating standard office equipment.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of the twelfth (12th) school grade, with emphasis on general office practices or completion of an appropriate certificate program from an approved school/college and some experience in customer service, cash handling and computer applications.

Customer service training and familiarity with a variety of computer software programs including point of sale, registration software and other facility related computerized equipment would be an asset.

Possession of current Standard First Aid and CPR certification required prior to commencement of employment.

** This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	0797		0798	
Last Updated:	2000-04			
Previous Updates:	1987-04, 1982-04, 1981-08			
Originated:	1969-09			