

Tuscaloosa County Park and Recreation Authority Job Description

Job Title: Control Desk I
Department: Center Operations
Reports To: PARA Center Managers
FLSA Status: Non-Exempt, Part-time
Job Level: Level 1 (\$7.25 hour – \$8.70 hour)
Prepared By: Center Operations Manager
Prepared Date: April 24, 2006
Approved By: Don Kelly, Director
Approved Date: August 6, 2008

SUMMARY

Assists with customer service needs and monitors/controls admittance to the activity/community centers.

ESSENTIAL FUNCTIONS:

Control desk staff will welcome visitors/guests.

Staff will check credentials/membership cards/identification before admitting anyone to centers.

Staff will assist with paperwork for Membership Applications, Facility Reservations and Program Registrations.

Staff will make copies, files reports and gives center tours.

Staff will generally knowledgeable of P.A.R.A. policy and procedures; follows guidelines/instructions in Center Operations Manual. Must become familiar with and follow all PARA monetary management procedures related to control desk operations.

Staff will direct visitors/participants to various parts of facility/grounds.

Staff will be knowledgeable in operating computers, operating fax machines and other office equipment and must obtain a good working knowledge of RecTrac software.

Staff will assist with the arrangement of chairs, tables, other equipment and sporting or exercise equipment in designated rooms or other areas for scheduled rentals or P.A.R.A. activities such as banquets, wedding receptions, parties, group meetings or sports events.

Staff will earn basic First Aid and CPR certification as provided with staff training.

Answers telephones, transfers calls and records messages.

Conducts room checks and bathroom checks for cleanliness and preparation for use. Staff will notify center manager, office manager or maintenance staff of noted items that require attention. Staff will assist in routine maintenance and other center duties as needed. Staff will follow proper center open/close procedures to maintain and monitor building security.

Staff will assist customers with activity schedules and registration requirements. Staff will maintain display racks in a neat, orderly manner with current materials.

Staff will promote positive public relations with participants and patrons.

Staff will complete mailing information and labels and envelopes as needed.

Staff will assist with other PARA division needs as directed by the center manager or office manager.

SUPERVISORY RESPONSIBILITIES

This position could supervise volunteers or other part-time staff when needed. Staff may carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may also include assisting in training new employees.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); or one month related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Staff must be able to write routine reports and correspondence and must be able to communicate effectively with individuals, groups of customers or employees of an agency.

MATHEMATICAL SKILLS

Staff must be able to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Staff must be able to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Staff must have current valid driver license and obtain current basic first aid and CPR Certification as provided by PARA instructional training.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, and sit. The employee is occasionally required to climb or balance and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

"It is the policy of Tuscaloosa County Park & Recreation Authority that no person shall, on the basis of race, color, creed, religion, sex, age, national origin or disability be denied employment, be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any program or activity."

PARA is proud to be a "Drug Free Work Place."

All employees are subject to random drug screens.