

Tuscaloosa County Park & Recreation Authority Job Description

Job Title: Front Desk Manager
Department: Tuscaloosa Tennis Center
Reports To: Director of Tennis
FLSA Status: Non-Exempt, Full-Time
Salary Level: Pay Level 13 - \$14.61 min to \$19.72 max

SUMMARY

This job will be responsible for a variety of office work with primary responsibility being management of the Tuscaloosa Tennis Center's front desk.

Work involves managing the daily operations and duties of a front-line customer-oriented office. These duties include but are not limited to handling reservations for courts and program registration, handling of daily financial duties, RecTrac and Court Reserve operations. Being the first point of contact for existing members/patrons and future members/patron's, good public relations is a must along with high organizational and communication skills while exercising considerable initiative and independent judgement.

ESSENTIAL FUNCTIONS

- Responsible for the training of all front desk staff, developing and oversight of front desk scheduling, RecTrac and Court Reserve training and managing all internal and external communication with front desk staff and our member/patrons list.
- Maintains files and records and stays informed on all services of Tuscaloosa Tennis Center.
- Oversees programs/services, including fees, policies, schedules, hours of operation, etc. in order that telephone and walk-in patron's inquiries may be satisfied immediately.
- Count and receipt all monies and prepare daily deposits.
- Establishes and maintains computer records and hard copy filing systems – examples being Court Reserve and RecTrac data and statistics, program registration files, personnel, scheduling, facility reservations and front desk policies/procedures and related activities.
- Prepare correspondence and reports in accordance with established policies and procedures.
- Operates a variety of office machines including copier, paper cutter, computers, printers, and phone system. Will be responsible for the inventory of office supplies and equipment.
- Excellent communication with front desk staff and our member/patrons.
- Collects and distributes mail and messages. Prepares interoffice mail distribution along with other mailings (regular and bulk).
- Prepares multiple copies of flyers for programs, membership etc. and replenishes public display unit when needed.
- Provides support to the Director of Operations in operations of the telephone console. Screens and refers callers, provides detailed responses to information requests about courts, reservations, programs, services, and activities. Records incoming messages.
- Other duties as assigned
- Will work nights, weekends and holidays.
- Adhere to all policies and procedures as established in PARA's Employee Handbook and Administrative Handbook along with any other duties assigned.

SUPERVISORY RESPONSIBILITIES

- Supervise all part time and temporary front desk staff.

EDUCATION AND/OR EXPERIENCE

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

LANGUAGE SKILLS

- Ability to read, analyze and interpret general business and tennis periodicals, professional journals, technical procedures, and governmental regulations.
- Must be able to write reports, business correspondence and procedure manuals.
- Be able to effectively present information and respond to questions from supervisors, employees, members, guests, and the general public.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply and divide in all units of measurement using whole numbers, common fractions, and decimals.
- Be able to calculate quantities and price materials/labor for projects.
- Ability to determine discounts, interest, commission, proportions, percentage, and area.
- Interpret invoices and other forms of financial statements.

REASONING ABILITY

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

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. While performing the duties of this job, the employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb, balance, stoop, kneel, crouch or crawl. The employee must be able to lift and/or move up to 40 pounds.

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 low to 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 Workplace”
All employees are subject to random drug screenings