

Tuscaloosa County Park and Recreation Authority  
Job Description

**Job Title:** Control Desk II  
**Department:** Center Operations  
**Reports To:** Center Manager and Office Manager  
**FLSA Status:** Non-Exempt, Part-time  
**Job Level:** Level 5 \$10.00 min - \$13.00 max

**SUMMARY**

Assists with customer service needs and monitors/controls admittance to the activity/community centers. Control Desk II staff will perform all basic job responsibilities of Control Desk I staff plus additional responsibilities involving front office assistance. These additional responsibilities/duties will require completion of a credit check.

**ESSENTIAL FUNCTIONS**

- Welcome visitors/guests/participants.
- Check credentials/membership cards/identification before admitting anyone to centers.
- Staff will promote positive public relations with participants and patrons.
- Assist with paperwork for Membership Applications, Facility Reservations and Program Registrations.
- Assist customers with activity schedules and registration requirements. Maintain display racks in a neat, orderly manner with current materials.
- Make copies, files reports and give center tours.
- Be knowledgeable of PARA policies and procedures; follow guidelines/instructions in Center Operations Manual. Be familiar with and follow all PARA monetary management procedures related to control desk operations.
- Be knowledgeable in operating computers, fax machines and other office equipment and must obtain a good working knowledge of RecTrac software.
- Staff will complete mailing information and labels and envelopes as needed.
- Assist with the arrangement of chairs, tables, other equipment and sporting or exercise equipment in designated rooms or other areas for scheduled rentals or PARA activities such as banquets, wedding receptions, parties, group meetings or sports events.
- Answers telephones, transfers calls and records messages.
- Conducts room checks and bathroom checks for cleanliness and preparation for use. Notify center manager, office manager or maintenance staff of noted items that require attention. Assist in routine maintenance and other center duties as needed. Follow proper center open/close procedures to maintain and monitor building security.
- Staff will assist with other PARA division needs as directed by the center manager or office manager.
- May be required to assist with the operation of other offices at any/all activity centers or administrative offices.
- Other duties as assigned

**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**

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.