



Job Description
Job Code: 415
Range: 13

Front Desk Supervisor – Rec Center

DEFINITION: Under supervisory direction from the Recreation Services Supervisor, this position assists with the implementation of a comprehensive departmental program, and is responsible for: supervising and implementing a wide variety of customer service-oriented tasks including facility and park reservations. These range from cashiering duties to specific administrative support tasks associated with the Cottonwood Recreation Center. Cashiering duties will also entail all reconciliation of monies at the end of shift and providing proper reports of all funds received. This position may be assigned as the “on-site” supervisor during a scheduled event, program, or shift. Performs other related duties as assigned.

CLASSIFICATION: This is a non-exempt, full-time, classified position with full benefits.

ESSENTIAL FUNCTIONS: (Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this classification.

TASKS:

Collects money for facility entry fees as well as all recreation programs and city-wide needs as required. Incumbent will be required to assist in supervising all support and lower level staff (temporary and part-time workers as directed). This position will be required to assist with all program registration operations and answer patron questions. The position will be responsible for various clerical duties, utilizing standard office equipment, to include screening incoming calls, taking and transmitting messages, data entry, and word processing. Computer software will be used in conjunction with cashiering methods for dissemination of change and taking in all funds. Fund reconciliation reports will be filed at the end of each shift and the end of each day for proper balancing of monies taken in. May perform basic custodial duties which include contact with household chemicals. Assists Recreation Services Supervisor with activities and special events as assigned.

First line supervision pertaining to front desk activities and operations. Assists in conducting regular staff meetings and training to disseminate information and to review center procedures, policies, rules and regulations. Conducts training of staff in front desk operations and safety, plus ensures that all staff are instructed on customer service policies and procedures. Ensures high level of standards are upheld and followed. Works with various supervisory and recreation coordination personnel toward program assistance, sign-ups, and coordination of program marketing/advertising. Assists with the coordination of programs and activities with schools, community groups, and other agencies to maximize services and create partnerships for facility use. Is primary contact for facility and park reservations and assists with collection of proper insurance documents. Helps in the monitoring and evaluation of the efficiency and effectiveness of service delivery methods and procedures; helps in the assessment and monitoring of workloads, administrative systems, support systems, and internal reporting relationships. Assists in scheduling, supervision and evaluation of the work of subordinate front desk personnel and programs, monitors rental charges and facility/equipment maintenance, assists with organization and operation of special events at community centers and community wide.

Responds to and resolves difficult and sensitive citizen inquiries and complaints.

Supervises implementation and enforcement of risk management and safety policies, regulations and procedures; monitors accident, incident and emergency situation reports.

Front Desk Supervisor (continued)

KNOWLEDGE, SKILLS, AND OTHER CHARACTERISTICS:

- Knowledge of organizational and light- to mid-level supervisory principles and practices as such apply to the analysis of programs, policies, and operational needs.
- Knowledge of the principles and procedures involving balancing books, receipts and reconciliation records.
- Knowledge of modern office procedures and practices.
- Familiarity with City policies and procedures, community demographics and recreational issues.
- Knowledge of aquatics equipment and aquatics center practices, programs, development and operations/maintenance.
- Skills in using computers and software application programs.
- Skill in developing and maintaining effective interpersonal relations and providing customer service.
- Skill in interacting with the general public in a positive and educational manner.
- Skill in interacting with community members at various stages in their lives.

PHYSICAL REQUIREMENTS: This classification involves work developing and implementing front desk operations and supervising staff. The planning and implementation can be done in a normal office setting.

MINIMUM QUALIFICATIONS: Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary to satisfactorily perform the job. Graduation from high school or equivalent required. Must have supervisory experience along with a minimum of one (1) year of customer service experience in an environment such as retail, hospitality, or recreation.

ADDITIONAL REQUIREMENTS

- Current shifts will be 7 AM – 3:30 PM or 4:30 AM – 1 PM Monday – Friday or Sat. 7:30 AM – 5:30 PM, Sun 8:30 AM – 4:30 PM, Mon – Wed 1:00 PM – 9:30 PM.
- Regular attendance is an essential function of this job to ensure continuity within the work environment.