



Job Title: Front Desk Associate

Department: Guest Services

- Williston Area Recreation Center
- Raymond Family Community Center

Status: Part Time

Starting Pay Range: \$16 - \$17/hr DOE

Adjustments are determined annually by the Executive Director

Supervisor: Guest Services Specialist and Facilities Manager

The following statements are intended to describe the general nature and level of work to be performed by the individual within this classification. They are not to be considered an exhaustive or all-inclusive listing of the position's duties and tasks, as they may change or be adjusted, as situations require

JOB DUTIES

- Assists with day-to-day operations pertaining to facility reservations and events.
- Performs a variety of administrative duties to facilitate the needs of new and existing members along with program registrations.
- Assists with the supervision and administrative control for the efficient operation of the facility. Determines and continually evaluates appropriate member services, registration and membership, and other services to enhance member satisfaction. Evaluates and reports suggestions for improved and/or additional services.
- Answers the telephone and acts as customer relations liaison.
- Completes daily checklist as assigned by Guest Services Specialist.
- Works to ensure compliance with the policies, rules and regulations, and governing documents of the WPRD associated with the recreation function and governing regulation agencies, i.e. ND Department of Health, for aquatic environments.
- Support and enforce all policies, safety regulations and guidelines, established by the Executive Director and/or Park Board
- Establish and maintain harmonious working relationships with other employees, officials and the public
- Collaborate with other departments as required
- Work with other Guest Service team members to help in training new staff to deliver excellent customer service to all patrons.
- Two WPRD logo shirts will be provided. Proper uniform must be worn every shift as required by WPRD employee policies.
- Attend to emergencies when necessary.
- Performs related duties as assigned and required.

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SUPERVISORY RESPONSIBILITIES

- N/A

GUIDELINES

- Include the Park District Policies and Procedures. These guidelines are clear and specific but may require some interpretation in application.

MINIMUM QUALIFICATIONS

- Sufficient experience to understand the basic principles relevant to the major duties of the position
- Current CPR Certification, or able to obtain within 1 month

- Ability to work weeknights and weekends as needed
- Ability to work with limited supervision
- Ability to lift a minimum of 30 pounds or heavier lifting with other employees
- Ability to effectively communicate verbally and in writing
- Knowledge of operational policies, procedures, accepted standards and methods of the parks and recreation field in managing facilities and programs
- The knowledge and ability to manage multiple tasks
- Have essential physical and mental capabilities in the following: Interpersonal skills, memory, attention to detail, follow directions, comprehension, calculating, reading, writing, speaking, evaluating, mathematics, organizing and innovation

Education: High School diploma or equivalent preferred

Experience: Previous customer facing Guest Service experience preferred