

PARKS, RECREATION AND CULTURAL ARTS DEPARTMENT

TEMPORARY PART-TIME REGISTRATION CLERK

GENERAL STATEMENT OF DUTIES

The Registration Clerk is responsible for all aspects of pass and activity registration as well as point-of-sale transactions. The Registration Clerk is also responsible for all financial transactions as required for each recreation pass or activity. This is a front-of-office clerical support position responsible for assisting callers and visitors with inquiries, concerns, requests, and program information.

EXAMPLES OF DUTIES (Illustrative Only)

Greets patrons and answers questions regarding facility, programs and department;

Answers phones, directs calls and answers questions;

Uses current software to process all patron transactions;

Solves problems related to registration and accepts complaints that result from the problems;

Completes requests for refunds/transfers to registrants and forwards to appropriate supervisor;

Responsible for counting and logging the day's profits;

Responsible for opening or closing the Front Desk.

Activate and assist in facility's emergency action plan in a calm and composed manor.

QUALIFICATIONS

Must have knowledge and expertise with computers and cash handling. A thorough understanding of the programs and activities offered is necessary. Ability to work well with others and project a positive image to the public. Must have good knowledge of office clerical practices, procedures and filing systems, and good computer word processing and data entry skills. Proficiency in using Microsoft Word, Excel, Access and other related software programs is desirable. Must have excellent oral and written communication skills, with the ability to work and communicate effectively with staff, City officials and the general public. Applicants should have at least a high school graduate-level of ability in English, grammar and business math. Accuracy in all work is important.

EDUCATION AND EXPERIENCE

Graduation from high school and at least 18 years of age.

Approved: _____

MgBeth Tran

Date: _____

2/21/17