



City of Ames Lead Desk Clerk

SALARY	\$13.52 - \$14.34 Hourly	LOCATION	50010, IA
JOB TYPE	Less than 20 hours/week	JOB NUMBER	25-PRLDC-01
DEPARTMENT	Parks and Recreation - Temporary & Part-time positions	OPENING DATE	01/05/2026
CLOSING DATE	Continuous	FLSA	Non-Exempt
BARGAINING UNIT/MERIT		RESIDENCY REQUIREMENT?	No

Centrally located in the heart of Iowa, Ames is a vibrant, progressive community with more than 66,000 residents providing an excellent quality of life. Home to Iowa State University, Ames offers year-round recreation opportunities, diverse cultural offerings, a stable economy, safe neighborhoods, and a high-achieving school district.

General Information

<https://www.youtube.com/embed/97rsAGfo1eQ?&wmode=opaque&rel=0>

The City of Ames Parks & Recreation Department has an exciting opportunity for Lead Desk Clerks to provide support to customers and staff at Parks & Recreation facilities.

Candidates interested in this opportunity can expect to work a varied schedule of less than 20 hours per week.

Lead Desk Clerks are directly accountable to the Office Manager or Auditorium/Bandshell/Community Center Manager and adjunctly accountable to the Recreation Superintendent and the Director of Parks & Recreation.

This position is an ongoing, part-time, less than 20 hours per week position that is not benefit or paid leave eligible.

This posting is open until filled.

Examples of Essential Job Functions

- Answer incoming calls and direct them appropriately.

- Greet customers.
- Receive payments and balance cash drawers.
- Complete nightly cash deposits
- Communicate program information to customers.
- Register participants for programs/activities.
- Inform Office Manager of issues, concerns, and feedback.
- Complete data entry and general clerical duties.
- Serve as primary contact, person in charge, during evening and weekend hours.
- Perform opening/closing procedures.
- Serve as primary contact for facility events (i.e., classes, birthday parties, etc.).
- Setup equipment as needed or required.
- Enforce rules and policies ensuring a safe facility.
- Assist with emergency action plans (EAP) as needed.
- Ensure facility is clean and maintained (i.e., trash removal, spill cleanup).
- Complete tasks as assigned.

Other Job Functions

- Mentor, coach, and develop all staff members.
- Assist Office Manager with preparing work schedules.
- Assist with training desk clerks.
- Fill in for full-time staff members during times such as vacations, department meetings, department or city functions, and holidays the facility is open to the public.

Each employee is expected to continually strive to bring shared values to life through our Excellence Through People organizational culture. ETP values include: committing to continuous improvement; inspiring creativity and innovation; being customer driven; making data-driven decisions; championing employee involvement; striving for excellence; having fiscal stewardship; acting with honesty and integrity; exhibiting leadership; choosing a positive attitude; respect and dignity for one another; promoting safety and wellness; and cultivating teamwork. For leaders, this includes creating a work culture that brings these values to life. For all employees, this includes maintaining a Total City Perspective. The purpose of ETP is to deliver exceptional services to the public at the best price, and for employees to experience an enjoyable and stimulating work environment.

Qualifications

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Age Requirement:

Must be at least 18 years of age.

Required Education and Experience:

High school diploma, HiSet or GED.

Preferred Experience:

- General office clerical tasks and responsibilities, including customer service.
- Previous experience working with computer systems including Microsoft products, phone systems, and handling cash or payments.
- Previous experience being a leader or supervisor.

Knowledge, Skills, and Abilities:

- Cash handling and computer skills.
- Ability to learn and use recreation software
- Ability to clearly communicate; understand customer needs.
- Ability to be self-motivated with a positive attitude.
- Ability to handle multiple tasks efficiently in a fast-paced environment.

- Ability to answer and assist customers on the phone or direct them to the correct party.
- Ability to understand, appreciate and embody the City of Ames Core Values.
- Ability to maintain an exceptional level of safety.
- Ability to interact with customers in a friendly and approachable manner.
- Ability to resolve conflicts.
- Ability to maintain a professional appearance (staff shirt, khaki pants and closed-toed shoes) at all times while onsite.
- Ability to maintain a professional demeanor (calm and courteous) at all times while on site.

Supplemental Information

Physical & Environmental Characteristics:

Examples of Equipment Used on the Job: Computer terminal and hardware; a variety of word processing, spreadsheet, database, presentation, and specialized software; general office equipment such as copier, files and file cabinets, photocopy machine, and calculator; communications equipment such as telephone and fax machine.

Required Physical Activities: Talking, hearing, walking, reaching, grasping, pushing, pulling, repetitive motions, stooping, kneeling, crouching, standing, sitting, and finger dexterity.

Physical Characteristics of Work: Work requires sitting and/or using various computer equipment approximately 75% of the time, and standing and/or walking 25% of the time. Frequently requires the exertion of up to 10 pounds of force, and infrequently requires the exertion of 10 – 50 pounds of force to lift or otherwise move objects.

Vision Requirements: The minimum standard for those whose work deals with preparing and analyzing data and written information, using a computer terminal, and/or extensive reading.

Environmental Conditions: For most positions in this classification, the worker is not substantially exposed to adverse environmental conditions. In some positions, the worker may be subject to noise, vibration, mechanical hazards, electrical hazards, chemical hazards, or atmospheric conditions that affect the respiratory system or the skin. Need to remain alert and attentive for extended periods of time. May be exposed to outdoor allergens, insects, slippery surfaces, and potential hazards. When working indoor and outdoor activities, sound may be moderately noisy. In cases of outdoor weather, may make decisions relating to safety for participants and other recreation staff.

Selection Process:

The selection process consists of an evaluation of education and experience, interview, and completion of a criminal background check, which includes a sex offender registry check. All candidates will be notified by email of their application status.

NOTE: Preference may be given to applicants possessing qualifications above the minimum.

E-Verify Process:

The City of Ames participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered a position with the City of Ames must complete Section 1 of Form I-9 along with the required proof of their right to work in the United States and proof of their

identity on their first day of employment. Please be prepared to provide required documents on your first day of employment. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 515-239-5199 or go to the US Citizenship and Immigration Services web page at: <http://www.uscis.gov>.

NOTE: Applicants with disabilities may submit requests for ADA testing or interview accommodations to the Human Resources Department prior to the test or interview.

The City of Ames is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, age, religion, sex, sexual orientation, gender identity, genetic information, ancestry, national origin, marital status, disability, or protected veteran status and will not be discriminated against. Inquiries can be directed to the Human Resources Department at 515-239-5199.

Employer

City of Ames

Address

515 Clark Ave

Ames, Iowa, 50010

Phone

515-239-5199

Website

<http://www.cityofames.org/jobs>

Lead Desk Clerk Supplemental Questionnaire

***QUESTION 1**

Will you be at least 18 years of age at the time of hire?

- ☐ Yes
- ☐ No

***QUESTION 2**

What experience do you have that would pertain to this position?

***QUESTION 3**

Describe the computer software programs you have experience with and your level of proficiency in each.

***QUESTION 4**

If applicable, describe any experience you have as a leader or a supervisor.

***QUESTION 5**

What shift(s) are you interested in? Select all that apply.

- ☐ Monday-Friday mornings (5:30 a.m.-8:30 a.m.)
- ☐ Monday-Friday evenings (4:30 p.m.-10:30 p.m.) (times may vary)

- ☐ Monday-Friday midday (10:30 a.m.-1:30 p.m.)
- ☐ Saturday and Sunday (7:30 a.m.-10:30 p.m.) (times may vary)

* Required Question