

Recreation Front Desk and Registration Manager

DEPT: Leisure Services	FLSA: Non-Exempt
DIV: Recreation	EEOC: Para-Professional
DATE: April 2022	



POSITION SUMMARY

Performs a variety of **administrative, supervisory, and complex clerical** duties designed to ensure efficient operation of the Front Desk and Registration Office of the Recreation Division; has primary responsibility for the accuracy of monetary, registration and front desk transactions for Recreation.

SUPERVISION RECEIVED

Works under the general to close supervision of the Assistant Recreation Director.

SUPERVISION EXERCISED

Provides close to general supervision of part-time personnel required to run the Front Desk and Registration Office

ESSENTIAL FUNCTIONS

Oversees all activities related to the front desk and registration, including but not limited to recruiting, hiring, disciplinary action, staffing, participation in bi-monthly meetings, trainings, evaluations, upkeep of personnel files, and timekeeping. Monitors performance and makes recommendations affecting personnel statuses such as retention, advancement, and disciplinary action.

Organizes, coordinates, and assists in the registration of participants in city-wide recreation programs; enters program and participant information into computer system; monitor and troubleshoot online registration, make participation reports for Recreation staff; handling all program credits and refund requests.

Develops standard operating procedures related to admitting guests into the facility, disseminating information, and registering city-wide recreation participants; assures quality, efficiency and effectiveness of Front Desk and Registration operations; performs periodic review of transactions to verify compliance with established processes and procedures.

Monitors and conducts balancing and reconciling processes to verify accuracy of online and cash tills and payments; assists Front Desk and Registration Attendants in daily balancing of payments; verifies with Assistant Recreation Director on GL accounts and Finance Department on refund requests and status.

Operates computer as needed to update Registration programs and participate records; generates regular reports, such as residency, FANS participation, credit vouchers, and various reports and documents; performs routine research and gathers data as directed.

Assists patrons with program and facility information in person, over the phone, and via email, reviews program advertising and scheduling information prior to the start of program registration. provides patrons with basic information and printed materials.

Answers phones and responds to calls, provides basic information; utilizes computer and various required computer programs, copy machine, scanner, and related office equipment.

Performs related duties as required.

MINIMUM QUALIFICATIONS

1. Education and Experience:
 - A. Graduation from high school or equivalent;
 - AND
 - B. Three (3) or more years of clerical, data entry, program registration or related experience required;
 - OR

C. An equivalent combination of education and experience.

2. Knowledge, Skills, and Abilities:

Working knowledge of bookkeeping, accounting, and general office management practices and procedures; effective communication methods (verbal and written); effective filing and record keeping systems related to alphabetical and numeric files; various computer applications such as Microsoft Office, email, Adobe Reader, Excel, etc.; telephone etiquette, various office machines, i.e., ten key, copy machine, etc. **Working knowledge** of interpersonal communication skills, both verbal and written.

Skill in computer keyboard operations.

Ability to maintain strict confidentiality related to sensitive administrative information; speed write; communicate effectively verbally and in writing; establish and maintain effective working relationships with fellow employees and the public; establish and maintain comprehensive records and files.

3. Special Qualifications:

Must be able to type.

4. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require variety of physical activities, not generally involving muscular strain, related to walking, standing, stooping, sitting, reaching, and lifting. Essential functions generally require communications such as talking, hearing and seeing. Rapid work speed required to perform keyboard operations. Common eye, hand, finger, leg and foot dexterity exist. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and some creative problem solving.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date: _____
(Employee)