SANDY CITY
APPROVED CLASS SPECIFICATIONS

I. Position Title: Receptionist/Cashier

Revision Date:	03/06
EEO Function:	Parks & Rec
EEO Category:	Admin. Support
Status:	Non-exempt
Control No:	30915

II. Summary Statement of Overall Purpose/Goal of Position:

Under the general supervision of the Office Manager, operates the Sports Center's telephone console, personal computers, fax machines and performs additional clerical duties.

III. Essential Duties

- Provide customer service for walk-in public.
- Receives & receipts incoming Center monies.
- Answer the telephone according to front desk procedures.
- Disseminate information on all Center programs, classes & memberships.
- Verify membership using bar code reader or membership database accurately at all times according to front desk policies and procedures.
- Acts as the receptionist for employees and citizens.
- Balance tills according to front desk procedures with no more than 1% difference during any shift
- Assists with general telephone operations.
- Account for all keys, equipment and materials for resale before leaving each shift
- Maintains accurate records of recreation participant forms and logs in appropriate book(s).
- Book reservations and appointments by using the computer system and reservation books..
- Investigate and log and/or resolve complaints
- Assist with bi-monthly e-billing for members
- Assist with scheduling of office aids / front desk employees
- Assist with payroll preparation
- Perform Office Manager's duties as needed when absent

IV. Marginal Duties

Clerical duties include:
- Assist with department filing and sorting
- Monitor reception area and display cases for inventory and cleanliness
- Perform other duties as assigned

V. Qualifications:

Education: High school diploma or equivalent required.

Experience: One year experience in customer service preferred. One year experience with cash register required. Six months computer experience preferred. Must be 18 years of age.

License/ Certifications: Must possess a valid Utah Driver's License; CPR and First Aid certifications required within 30 days of hire.

Probationary Period: A one-year probationary period is a prerequisite to this position.

Knowledge of: Telephone procedures and etiquette; correct English usage, spelling, and vocabulary; office methods, techniques, and equipment; word and data processing equipment.

Responsibility for: Responsibility for the care, condition, and use of materials, tools, and equipment; confidential information that must be handled with discretion.

Communication Skills: Contacts with other departments, furnishing and obtaining information, using tact and judgement; outside contact with the public that may influence important decisions; constant contact with the public both on the phone and face-to-face; follow written and verbal instructions; communicate effectively verbally and in writing; establish and maintain effective working relationships with employees and the public.

Tool, Machine, Equipment Operation: Ability to type accurately at 35 wpm, exposure to Sportsman (Center Software program) preferred.

Analytical Ability: Apply general principles and ordinances effectively to specific conditions; ability to handle confrontational situations and make sound decisions.

VI. Working Conditions:

Moderate pressure and fatigue are present in this position due to great exposure to stressful situations; constant attendance is required; work assignments are broad and performed with limited supervision; work is referred to supervisor as questions arise; frequent exposure to heavy telephone and walk-in traffic.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.