



PINEDALE AQUATIC CENTER

JOB DESCRIPTION: GUEST SERVICES CLERK

The Guest Services Clerk performs general front desk operations, including reception, telephones, assisting patrons with registration and memberships, collecting admission fees and providing general program and facility information. This is a part-time, hourly position and will be required to work varying shifts including evenings, weekends and holidays.

Supervised by: Finance Supervisor and Office Manager

Supervises: None

Essential Job Duties:

- Execute opening and/or closing procedures at the start or end of the shift according to checklists posted at the work station.
- Assist patrons with registration, waivers, and information for all programs, facility use, reservations and memberships in a friendly and professional manner.
- Collect appropriate admission, class and membership fees. Document all transactions according to office procedures. Utilizes the computer/software according to PAC guidelines.
- Answer, screen and transfer calls in a positive, professional, and knowledgeable manner. Make phone calls as assigned.
- Maintain account records of participants according to established procedures.
- Type correspondence and forms as assigned.
- Perform data entry using specialized software.
- Ability to open and close the facility.
- Participate in appropriate trainings as needed
- Perform other appropriate office functions as assigned by the Finance Supervisor, Office Manager, and Director.

Qualifications:

- Previous receptionist/clerical experience preferred.
- Experience using a cash register preferred.
- Computer knowledge: Must have the ability to learn new programs.
- Previous customer service experience preferred.
- Must pass a background check and all required drug screenings.

Abilities:

- Must possess mathematical ability, and be able to calculate fees and charges, and balance the cash register drawer.
- Must be able to establish and maintain courteous and effective working relationships with employees, the public and other agencies.
- Must be able to accurately and effectively transmit and receive information that is necessary to the accomplishment of goals and objectives, including effective written and oral communications in English; and be able to follow directions.
- Must be able to work efficiently and effectively as a team member within PAC.
- Must be able to understand and communicate policies, procedures and protocols.
- Must be able to work in a fast paced environment.
- Must be able to physically operate a variety of equipment such as computers, copiers, facsimile machines, printers, etc.
- Must be able to concentrate and pay close attention to detail with frequent breaks in concentration associated with answering phones or speaking in person to clients requiring assistance.
- Must be able to perform all physical movements necessary for office administration.
- Must be able to exercise mature and independent judgement and critical thought.

I, _____ have read the above job description for the Pinedale Aquatic Center Guest Services Clerk position. To the best of my knowledge I am able to perform all duties of the job as described.

Employee

Date

Supervisor

Date