



PINEDALE AQUATIC CENTER

535 North Tyler Avenue
PO Box 1480
Pinedale, WY 82941

www.pinedaleaquatic.com
307.367.2832

JOB DESCRIPTION: FRONT DESK CLERK

The Front Desk 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 an hourly position and will work varying shifts including mornings, evenings, weekends, and holidays.

Supervised by: Finance Supervisor and Office Manager

Supervises: None

Essential Job Duties:

- Executes opening and/or closing procedures at the start or end of the shift according to checklists posted at the workstation.
- Assists patrons with registration, waivers, and information for all programs, facility use, reservations and memberships in a friendly and professional manner.
- Collects appropriate admission, class and membership fees. Document all transactions according to office procedures. Utilizes the computer/software according to PAC guidelines.
- Answers, screens and transfers calls in a positive, professional, and knowledgeable manner. Make phone calls as assigned.
- Maintains account records of participants according to established procedures.
- Types correspondence and forms as assigned.
- Performs data entry using specialized software.
- Participates in appropriate trainings as needed
- Performs other duties assigned.

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 any 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 communicate both verbally and in writing as well as follow directions.
- Must be able to exercise mature and independent judgment and critical thought. 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 concentrate and pay close attention to detail with frequent breaks in concentration associated with answering phones or speaking in person to clients requiring assistance.
- Ability to perform all physical movements necessary for office administration including, but not limited to, operating computer equipment, sitting for long periods of time, crouching, bending, lifting, and carrying items.

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

Employee

Date

Supervisor

Date