

CITY OF LIBERTY

Seasonal/Temporary Job Description

JOB TITLE: Front Desk  
REPORTS TO: Office Supervisor  
DEPARTMENT: Parks & Recreation  
PROGRAM: Community Center Front Desk

JOB SUMMARY

Responsible and varied position with extensive public contact with a high priority on customer service. Work involves the application of initiative and independent judgment to procedural questions encountered.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Greet customers in person, answering questions, taking registration and monies for programs, passes and facility reservations.
2. Handle customer service inquiries and related problems.
3. Answers all incoming calls. Completely knowledgeable of all department programs and services to answer questions and/or channel calls to the proper administrative and support staff.
4. Assist with training and maintaining effective working relations with other part-time front desk staff.
5. Assist office supervisor with maintenance of all pass-holder records.
6. Knowledge of computer functions including computer entries of program participants, pass participants, reservations, ticket sales and cash register.
7. Record revenue (cash, checks, charge cards), giving receipts and proper filing of paperwork. Balance daily receipts and bank deposits.
8. Assists administrative staff with mailings and special promotions.
9. Assists with facility reservations in the absence of the Assistant Parks & Recreation Director.
10. Maintains the front desk area in a clean and organized manner.
11. Operates two-way radio as needed.
12. Performs related work as required.

## DISTINGUISHING CHARACTERISTICS OF JOB

Detail oriented individual able to work well under pressure, quickly changing priorities. Must have effective communication skills with the public, supervisors and co-workers, and the ability to work independently. Must possess excellent telephone skills, including the ability to handle multiple phone lines. Need for confidentiality. Constant public contact. Awareness of all Parks and Recreation programs, facilities, policies and procedures.

## QUALIFICATIONS

Skills: Basic principles and procedures for accounting and bank deposits. Performance of data entry operations rapidly and accurately. General office skills including typing, filing and mathematics. Operation of various types of office equipment including program, cash register and ticket computers, typewriter, facsimile, large volume duplicator, copy machine, telephone and calculator.

Abilities: Attention to detail. Deal effectively with public with a cheerful and positive attitude. Friendly and courteous communication with callers, public, and employees. Calm management of emergency or crisis situations. Effectively manage disgruntled customers.