



Office of Human Resources  
Recreation Services Representative - CC2908  
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### General Statement of Duties

Performs intermediate level reception and guest relations work to provide information, guest services, and support the day-to-day operations of a recreation center.

### Distinguishing Characteristics

The Recreation Assistant assists with a variety of recreational and facility activities and functions, which includes assisting on the front desk, ensuring cleanliness of facility, and assisting with instruction of organized sports and physical activities.

The Recreation Instructor provides instruction to participants in organized recreational programs, classes, and activities, which includes developing curriculums and instructional plans, leading and teaching participants, and evaluating the effectiveness of programs.

The Recreation Services Representative is responsible for guest relations, which includes managing front desk activities and functions, supporting recreation center operations, membership enrollment, and assisting with inventory and maintaining records and files.

The Recreation Program Coordinator plans, coordinates, and implements citywide recreation programs, activities, and special events, which includes identifying community and customer needs, evaluating program effectiveness and participation levels, community outreach to recruit sponsors and market programs, and overseeing program budget activities.

The Recreation Center Coordinator maintains the operations of a Recreation Center and coordinates facility usage, programs, and activities held within the facility, which includes oversight of recreation center, ensuring safety and adherence to policies and procedures, identifying community and customer needs, and overseeing facility budget activities.

The Recreation Supervisor supervises the operations of a recreation center, which includes oversight of both recreational programs and facility activities and functions, implementing process improvements, performing the elements of supervision, coordinating special events and activities, and overseeing the recreation center's operational budget.

### Level of Supervision Exercised

None

### Essential Duties

Greets and communicates with recreation guests in-person or by telephone using F.A.C.E. philosophy (friendly, attentive, consistent, and empowered) regarding recreation services and activities.

Handles difficult, sensitive, and escalated guest relations situations and acts to resolve the situation.

Utilizes membership and program software to process refunds, transfer memberships, and processes other similar transactions.

Interacts with guests to determine their needs, provide appropriate information, and direct guests to the appropriate location and staff member for assistance.

Provides guests with information regarding memberships, activity registrations, and explains options and answers questions.

Processes membership sales, activity registrations, facility and equipment rentals, and other related transactions.

Completes monetary transactions including cash/check handling and credit card processing, which includes issuing ID cards, payment confirmations and receipts, and other related monetary transactions.

Maintains a clean and well-organized front desk/reception area, monitors and cleans equipment for checkout, and maintains stocks of appropriate forms, flyers, and documents for front desk operations.

Assists with maintaining the cleanliness of the recreation center.

Monitors guest adherence to facility rules, policies, procedures, and safety standards and reports disruptive behavior to appropriate staff members.

Assists with the set up and take down of equipment for facility rentals, activities, and special events.

Assists with emergency situations such as evacuations, medical emergencies, suspicious behavior and activity, or other unexpected situations as necessary.

Maintains various records such as inventory, activity reports, receipts, memberships, reservations, and activity rosters.

Sorts, distributes, and files a variety of correspondences, materials, and documents.

By position, follows established procedures and guidelines to open and close the recreation center.

Performs other related duties as assigned.

Any one position may not include all of the duties listed above; however, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## Competencies

**Attention to Detail** - Is thorough when performing work and conscientious about attending to detail.

**Customer Service** - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

**Information Management** - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

**Interpersonal Skills** - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

**Oral Communication** - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

**Problem Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

**Knowledge & Skills**

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe work environment for self and others.

Knowledge of the techniques, principles and regulations of recreation, day care, sports and programs.

Skill in filling out forms and completing paperwork related to the work assignment.

Skill in operating office equipment; telephone, computer, copier, cash register and camera.

Skill in utilizing computer software to accomplish a variety of tasks.

**Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

**Experience Requirement**

One (1) year of customer service work in recreation, retail, hospitality or other related industry.

**Education & Experience Equivalency**

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

Requires certification in CPR and First Aid within six (6) months of date of hire.

Licenses and certifications must be kept current as a condition of continued employment.

**Working Environment**

Subject to varying and unpredictable situations.

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

**Level of Physical Demand**

3-Medium (20-50 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Carrying: transporting an object usually by hand, arm, or shoulder.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hands.

Fingering: picking, pinching, or otherwise working fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Vision Far Acuity: ability to see clearly at 20 feet or more.

Vision Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distance and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

### Background Check Requirement

Criminal Check

Employment Verification

### Assessment Requirement

Customer Service - Non Compliance

### Probation Period

Six (6) months.

### Class Detail

**Pay Grade: C-608**

**FLSA Code: N**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**