



# FRONT DESK ATTENDANT

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**Employment Status:** Part-Time  
**FLSA Status:** Non-Exempt  
**Reports To:** Recreation Supervisor

**Approved:** September 1, 2010  
**Revised:** August 9, 2016  
**Reviewed:** August 9, 2016

## **JOB SUMMARY**

Under general direction of the Recreation Supervisor, communicates recreation facility information to staff and the general public for Washington Township.

## **REPRESENTATIVE LIST OF RESPONSIBILITIES**

This list of responsibilities is representative and is not all-inclusive. Upon request, a reasonable accommodation will be made to enable a qualified individual with a disability to perform these responsibilities.

- Disseminates, follows and enforces all policies and procedures of the Washington Township Recreation Center as they relate to registration, programs and facility use.
- Answers and routes all incoming calls efficiently and accurately.
- Promotes the Recreation Center, its programs and facilities.
- Assists with registration process, as directed.
- Handles all incoming payments from patrons, pass holders and program participants.
- Properly registers all patrons, pass holders and program participants in respective classes.
- Balances monies at the beginning of shift or as otherwise directed.
- Provides excellent customer service.
- Ability to communicate, interact and maintain professional, efficient and effective working relationships.
- Handles confidential information appropriately.
- Understands and follows oral and written instructions.
- Reliability, which includes regular and predictable attendance, punctuality, and timely and efficient completion of assigned duties.
- Promotes, gets along and works in a harmonious relationship with others.
- Attends meetings and trainings.
- Other duties as required.



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## **REQUIRED EDUCATION AND EXPERIENCE**

- Minimum of 17 years of age.
- CPR, AED and First Aid certifications, within 90 days of hire.
- Concussion training, within 90 days of hire.
- Customer service front desk training, within 90 days of hire.

## **PREFERRED EDUCATION AND EXPERIENCE**

- One (1) year or more of work experience in a similar position with multi-line phone system, computers and other standard office equipment.
- One (1) year or more of work experience using basic accounting skills to account for all funds received during shift.
- One (1) year or more of experience as a retail cashier, office receptionist, accountant or customer service representative.

## **PREREQUISITE KNOWLEDGE, SKILLS AND ABILITIES**

An individual must possess the following knowledge, skills, and abilities before beginning employment:

- Possess CPR, AED and First Aid certifications, within 90 days of hire.
- Possess concussion training, within 90 days of hire.
- Complete customer service front desk training, within 90 days of hire.
- Uses a personal computer and related software programs to create spreadsheets, reports and correspondence.
- Excellent oral and written communication skills. Must be able to listen attentively, organize thoughts, speak and write clearly and comprehend written documents.
- Ability to perform basic mathematical computations.
- Reads, writes, and edits reports and correspondence.
- Excellent self-discipline. Ability to work well without immediate supervision.
- Excellent judgment. Ability to make prompt and accurate decisions, as directed.
- Ability to comply with all Township and job specific safety requirements.
- Ability to work other than normal working hours as necessary.



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## **DEMONSTRATED KNOWLEDGE, SKILLS AND ABILITIES**

An individual must be able to demonstrate the following knowledge, skills, and abilities after training on the job.

- Maintains CPR, AED and First Aid certifications.
- Maintains concussion training.
- Be knowledgeable of and follow departmental policies and procedures.
- Any other skills, abilities and knowledge required as the job changes.

## **PHYSICAL REQUIREMENTS**

Upon request, a reasonable accommodation will be made to enable a qualified individual with a disability to perform these requirements.

- Uses fingers/hands/arms frequently.
- Lifts, carries and pushes up to 25 pounds.
- Occasional crawling, kneeling, bending and climbing, including stairs and ladders.
- Ability to reach over shoulders.
- Must have good eye sight and depth perception.
- Ability to work at a rapid pace.
- Ability to hear.
- Walking and standing on various surfaces, including rough terrain, as required.
- Frequent sitting, as required.
- Moves about in close quarters and areas.
- Any other physical requirements as job changes.