

TITLE: Building Attendant (Part-Time)
DEPARTMENT: Parks and Recreation
SUPERVISOR: Parks, Recreation and Library Director
LOCATION: Community Center
STATUS: Non-Exempt/Non-Union
Updated: 10/15/2020

DESCRIPTION OF WORK:

This position performs a variety of customer service, office work, and facility cleaning. This position is primarily responsible for meeting customer needs including answering the phone, greeting walk-ins, and providing tours and information on programming and facility amenities.

ESSENTIAL JOB FUNCTIONS:

The essential job functions listed below are intended to describe the various types of work that may be performed. The omission of other duties not listed does not exclude them if the work is similar, related or a logical assignment to the position.

- Registers customers for various recreational programs and activities.
- Accurately, and in a timely manner, collect fees and enters revenue into the cash receipts book.
- Courteously and respectfully respond to customer inquiries via telephone, in person and/or in writing as required.
- Assist with room set-up and clean-up, including table and chairs stacking and un-stacking. During events and rentals, attendants will provide on-going communication with the renter to ensure expectations are met.
- Assist with maintaining a clean and safe recreation center facility. While janitorial work is not the specific job duty of any particular employee, each member of the staff is expected to assist in the cleanliness and safety of the Center and its internal amenities.
- Employee is expected to complete opening and closing checklist depending on work shift. The opening and closing checklist including but is not limited to: turn on/off all TVs and lights, check calendar, setup/takedown rooms, arm/disarm the security system, unlock/lock the front door.
- Maintains integrity, professionalism, values and goals of the city by assuring that all rules and regulations are followed and that accountability and public trust are preserved.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to work independently and in a team environment, appropriately balancing needs of both, and adapt to changing conditions and situations.
- Ability to assess customer needs and resolve problems appropriately.

- Knowledge of all programs, activities, and outdoor opportunities offered at the Community Center.
- Ability to lift, carry and or drag objects weighing 25 pounds and occasionally up to 50 pounds.
- Communication and organizational skills.
- Ability to maintain confidentiality of information.
- Knowledge pertaining how to operate a computer, printer/copier and phone systems.
- Ability to recognize tasks that may not be specifically assigned.

ADDITIONAL DUTIES

Performs other duties as assigned or apparent.

MINIMUM QUALIFICATIONS:

- Possess and maintain a Minnesota Class D driver's license.
- Must be at least 16 years of age.
- Ability to successfully pass a criminal background check.

DESIRED QUALIFICATIONS:

- Two or more years' experience working in a customer service or recreation position.
- First Aid training certifications.