

South Jordan City

Job Description

Title: Recreation Customer Service Supervisor **Effective Date:** 2/1/16
Org: 230270 **FLSA:** Non-Exempt
Pay Grade: 13 **Workers Comp:** Municipal

GENERAL PURPOSE

Assign the daily work activities of the front desk staff. Perform a variety of clerical duties as needed to process daily deposits, information management, filing systems, requisition of supplies and other clerical services.

SUPERVISOR

Associate Director

POSITION(S) SUPERVISED

Front Desk Cashier II
Front Desk Cashiers

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave.

Operate telephone equipment; receive, respond to and direct incoming telephone calls; query callers to identify needed assistance, determine appropriate department or office and direct calls accordingly.

Greet and acknowledge patrons upon arrival and leaving; respond to requests for information and provide factual information related to city services, programs, and general policies, practices and procedures; provide patrons with requested forms, publications and other informational materials.

Direct walk-in clients and visitors to proper office locations; apprise staff of appointment arrivals.

Listen to and resolve public complaints, questions, etc.; respond to questions and concerns by referring individuals to appropriate personnel for assistance. Retrieve messages and return calls when appropriate.

Analyze and organize office operations and procedures such as bookkeeping, information management, filing systems, requisition for supplies and other clerical duties.

Manage facility membership records for retrieval and filing. Train staff to register patrons for programs, drop-ins, memberships, reservations, classes and leagues.

Process approved refunds and voided transactions.

Assist in scheduling, rating applications, interviews and training of Front Desk Cashiers.

Supervise part-time positions at the front desk.

Write and deliver messages to personnel; monitor system to detect problems, apprise supervisor of potential problems and repairs. Perform regular building checks by walking the facility.

Implement and oversee Fitness Center and City policy rules are followed by employees and patrons.

Schedule shifts for front desk cashiers and Recreation Customer Service Reps.

Direct quarterly in-service trainings for front desk staff.

Maintain all vending and pro-shop items; merchandise ordering, stocking and depositing of revenue.

Perform daily deposits and safe balances. Train Customer Service II to perform duties to serve as back-up.

Evaluate, process, and approve refund requests.

Address patron comment card with appropriate employee and provide follow-up with issue/concern to insure matter has been resolved.

Address and rectify any policy or code of conduct issues that need to be addressed with Front Desk Cashiers.

Assist with marketing, programming, evaluating, and scheduling birthday parties, aerobic classes and daycare.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Educations and Experience:

A. Graduation from High School or G.E.D.;

AND

B. Two (2) years experience performing above or related duties.

2. Knowledge, Skills, and Abilities:

Knowledge of telephone operations and procedures; basic public relations; telephone and interpersonal communication etiquette; general office maintenance and practices; operation of standard office equipment; some knowledge of basic mathematics; some knowledge of basic public relations. Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Effective speaker before groups of customers and employees. Must be able to apply common sense and follow instructions furnished in written, oral or diagram form.

Ability to operate a personal computer and Microsoft products.

Ability to work independently and deal effectively with stress caused by continuous public contact; operate standard office equipment; communicate effectively, verbally and in writing; perform basic mathematical calculations; operate standard office equipment; effective working relationships with supervisors, fellow employees, and the public.

3. Working Conditions:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability and critical thinking.

The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.

Human Resources Use Only

Job Class:	Municipal Non-Exempt	EEO-4 Class:	Adm Support
Location:	Fitness Center	EEOP Class:	Serv/Maint
Group/BU:	General Pay Plan	Tech-Net Match:	775