

# BAINBRIDGE ISLAND METROPOLITAN PARK & RECREATION DISTRICT

## JOB DESCRIPTION

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**Title:** Front Desk Clerk  
**Reports to:** Office Supervisor  
**Position Status:** Part Time  
**Payroll Status:** Hourly

### **JOB SUMMARY**

The Front Desk Clerk has responsibility for customer services, communications, problem solving, office duties, and staff support for the Bainbridge Island Recreation Center or Aquatics Center. Examples of responsibilities include front desk and telephone duties, registration information and processing, money handling and photocopying.

### **ESSENTIAL JOB FUNCTIONS**

1. Perform front desk customer service duties as well as answering phones and providing general information or directing calls to appropriate persons, welcoming people, selling admissions, and concessions, booking birthday parties, recording attendance.
2. Assist with customer service problem solving and perform duties such as listening to individual concerns, diffusing and troubleshooting requests, checking databases and records, and referring complaints or other matters to supervisors.
3. Perform registration functions such as providing information and brochures about programs and using registration software to process online, walk-in, mailed, or phone registration, entering registration forms, updating registration data, and maintenance of registration process.
4. Reserves facilities for programs, activities and customer rentals.
5. Perform general office duties such as copying and faxing, word processing, filing, laminating.
6. Operate office equipment including computers, copy machines, faxes, credit card machines and laminator
7. Keep customer service areas neat, clean and free from clutter.
8. Maintain awareness of daily schedules and functions of department.
9. Arrive to work on time and be ready to help customers immediately upon the start of the shift.
10. Handles cash daily and may complete inventory when stocking supplies.
9. Various duties as assigned.

### **QUALIFICATIONS**

- Minimum of 16 years of age.
- Money/cash handling, inventory, office and customer service experience.
- Present as professional and positive image as front-line representative of the District.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Excellent communication skills and the ability to communicate in English courteously, clearly, tactfully, and persuasively.
- Ability to work effectively in a busy and sometimes noisy office environment.
- Ability to maintain regular and timely attendance and be ready to start work when shift begins.
- Ability to perform multi-tasking responsibilities in a high stress environment.
- Experience and/or ability handling cash transactions.
- Ability to operate office equipment including computers, fax machines, and copiers, laminator and the ability to keyboard and meet District accuracy standards.
- Demonstrated skills in computer software including word processing, data entry programs and internet applications. Ability to learn additional software programs as needed

- Developing skill in forward thinking to listen and troubleshoot customer concerns, identify problems or issues.
- Ability to work cooperatively with other employees, division and department heads, and the public.
- Willingness to accept direction for job and skill improvement.

**WORK ENVIRONMENT AND PHYSICAL EFFORT**

This is a non-smoking workplace. The work environment is mainly indoors. Work is performed in a District office or aquatics center. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This individual is regularly required to stand; walk; talk or hear.
- The individual is occasionally required to stoop, kneel, or crouch.
- This individual is frequently required to sit.
- The individual must regularly lift and/or move up to 10 pounds, occasionally lift and/or move up to 25 pounds.
- This position may require long periods of sitting or standing in a hot, humid and noisy environment.
- This job includes repetitive keyboarding.

**SIGNATURES**

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. But this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

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Employee Name

\_\_\_\_\_  
Manager Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Manager Signature