



JOB DESCRIPTION

JOB INFORMATION

Title:	Receptionist/Customer Service Representative II
Classification:	Operations II/Non-Exempt
Salary Range:	Salary range and adjustments are determined on an annual basis by the Board of Park Commissioners
Benefits:	Standard Benefits of the District are provided
Supervisor (s):	Community Relations Manager

JOB SUMMARY

This position works as a team with the Receptionist/Customer Service Representative I to provide high quality customer service to the public and user groups of the BPRD as well as support to BPRD employees.

Performs office and administrative assistance duties in a municipal parks and recreation system. Primary responsibilities are to provide assistance to customers and staff, manage the program registration/facility reservation software and telephone system, word processing, database entry and other general office support.

Provide technical and administrative assistance to the Facilities and Programs Division and other employees as directed. Responsible for ensuring that all office management policies and procedures are performed as established.

JOB DUTIES AND TASKS

The following statements are intended to describe the general nature and level of work to be performed by the individual within this classification. They are not to be considered an exhaustive or all-inclusive listing of the positions, duties and tasks as they may change or be adjusted, as situations require.

*** ESSENTIAL FUNCTIONS**

*** Customer Service**

Provide superior customer service in dealing with the public and BPRD user groups in person and on the phone.

Answer and route phone calls and assist customers.

Process recreation program registrations and facility/beverage permit reservations, including the agreements and insurance information needed for the Joann Hetzel Memorial 4-H Building.

Responsible for control of registration forms.

*** Office and Administration Support**

Provide technical and administrative assistance to the Facilities and Programs Director, all managers and directors of the BPRD and other employees as requested.

Daily opening and closing of the Administrative Office and cash register.

Record daily adult volleyball and basketball scores in database for website.

Place orders for office supplies and janitorial supplies as requested by staff.

Record and file a variety of reports.

Provide assistance with special projects and assume responsibility for the development, administration and completion of specific projects, as required.

Word processing, typing schedules, database entry, developing spreadsheets and other clerical and administrative duties assigned.

Process daily incoming and outgoing mail.

Manage ActiveNet software system with a team of other employees.

Prepare and generate routine and advanced correspondence, memos, meeting agendas, reports, financial data, databases, sponsorship and special event materials using Microsoft office systems.

Input and edit ActiveNet information.

Generate customer correspondence using ActiveNet.

Follow all BPRD ordinances, policies and procedures, including, but not limited to, the Human Resource Policy and Procedure Handbook, Accounting Manual and risk management program as well as applicable federal and state laws.

Follow purchase requisition procedures according to BPRD policy.

*** Phone System**

Responsible for BPRD phone system and voice mail.

Place information on the Information Line as needed.

Other Duties

Responsible for providing assistance to user groups as directed.

Establish and maintain a filing system for the District.

Maintain conference room meeting schedule and assist with meeting preparation (room set up, photocopying information, etc.).

Other duties as assigned.

JOB SPECIFICATIONS

The position requires an associate's degree in a field related directly to the job description, two years' experience related to the job description, a valid driver's license, and the ability to lift a minimum of 30 pounds. Other requirements include computer knowledge and proficiency in Microsoft Office (Word, Excel, Outlook), Google applications and databases; experience or education in office administration procedures, accounting procedures, and use of office machines and experience with customer interaction, in person and over the phone.

Preferred qualifications include a bachelor's degree or additional education related to the job description, additional years' experience related to the job description, certifications related to the job description such as the Administrative Professional Certificate and familiarity with the ActiveNet recreation management software.

Knowledge of and proficiency in grammar, spelling, and punctuation and Microsoft Office (Word, Outlook, Excel), Google applications and databases. Knowledge and experience in office procedures, accounting procedures, and use of office machines.

Superior oral and written communication skills, proficiency with computers, strong sense of urgency, superior organizational, problem solving and critical thinking skills, excellent time management skills and have the ability to multi-task and prioritize work.

Ability to maintain effective working relationships with BPRD's Executive Director, other directors, employees and the public, to deal with public relations courteously and tactfully, and the ability to be flexible.

WORKING CONDITIONS

Shared front desk/reception area with Receptionist/Customer Service Representative I in a high traffic area which is open to the public. Office location is in the District Administrative Office with 10-15 employees on site.

Office hours are Monday through Friday from 7:30 a.m. to 5:00 p.m. The front desk staff will be scheduled accordingly, and the schedule will be adjusted due to staffing needs. Frequent lifting up to 30 pounds or heavier with other employees.

Position may require some evening, weekend or holiday work.

General public and staff contact are on-going throughout the day.

Revised October 2023

Employee Signature

Date

Supervisor's Signature

Date

Executive Director's Signature

Date