



Recreation Department Clerk – Outdoor Pool/Ice Rink

Mayor Pamela Bobst

Reports To: Administrative Assistant
Shift: Flexible hours
Evenings and Weekends Included

Salary: \$10.00/hr
FLSA Status: Exempt

Position Overview:

Under general supervision of the Recreation Program Coordinator & Administrative Assistant, the Clerk position assists in access control of the Outdoor Municipal Pool & Ice Rink. Responsible for opening and/or closing procedures, including cash handling, transactions, and check and credit card deposit. Offers outstanding customer service to all pass holders, guests and visitors. Position uses computer, telephone, copier, fax machine, member bar code scanner, entry keypad and camera. This job is performed outdoors in the summer and in an ice arena environment in the winter season. May perform some work in an office environment.

Duties:

1. Customer Service , Pass Sales and Program Registration

90%

- Monitor access/control at facility entry to ensure visitors and guests have current membership/pass.
- Offer outstanding customer service to facility users as well as over the phone.
- Greet pass holders and guests as they enter/exit the building and on the phone in friendly, polite and timely manner
- Log members into the facility using recreation software
- Accurately manage cash, credit and check transactions
- Reconcile end of day income with revenue reports to ensure appropriate deposit
- Provide complete and accurate information about the department and its programs to members, program participants, and the general public
- May explain and register patrons into appropriate recreation classes/programs, complete appropriate paperwork
- Verify eligibility in insurance-covered programs
- Assist in sign-in process for all classes and programs
- Attain and maintain accurate records in the recreation software database
- Handle and resolve facility or program concerns and/or inform appropriate supervisor of unusual situations or unresolved issues

2. Miscellaneous

10%

- Take photos and produce passes for patrons when applicable
- Assist in all medical and non-medical emergencies as needed
- Be familiar with opening, closing and emergency procedures

- Monitor activities in lobby and notify supervisor of any problems/issues
- Receive and properly route telephone calls for staff and if necessary, take detailed messages
- Dress in Recreation Department Staff shirt and nametag
- Attend all required staff meetings/trainings
- Complete any and all other duties as assigned.

Minimum Qualifications:

- A high-school diploma or equivalent.
- Must possess strong computer skills, experience in customer service, good verbal and written communication skills, problem solving and knowledge of orientation for sales and promotion of the Department.
- Preferred certifications: CPR/AED and First Aid Certified (may be acquired after hire)

Position will be posted until filled. Applications may be obtained at http://s804876413.onlinehome.us/hr_docs/employment_application.pdf or at Rocky River City Hall. Submit completed application, cover letter and resume, Monday through Friday, 8:30 a.m. to 4:30 p.m. at:

**Michael T. Greco, Director
Human Resources Department
City of Rocky River
21012 Hilliard Boulevard
Rocky River, OH 44116**

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