

City of Huntington Woods Parks & Recreation
Job Description
Front Desk Clerk – Part Time - Evening

Supervised by: Parks and Recreation Director

General Summary: Under the general supervision of the Parks and Recreation Director, performs necessary work as frontline staff, helps support staff and provides front desk services.

Essential Job Functions

1. Answer phones
2. Greet and welcome patrons
3. Provide assistance to patrons as needed and answer questions
4. Process walk-in registrations
5. Check in gym participants (Pickleball, Open Gym)
6. Keep front desk tidy and presentable while maintaining all necessary materials (pens, forms, flyers, etc.)
7. Make phone calls/send emails as needed
8. Assist with special events as needed
9. Fill in as needed for occasional programming
10. Open/Close Building as necessary
11. Additional duties as assigned

Required Knowledge, Skills, Abilities and Qualifications

1. High school diploma and experience working in an office
2. Excellent customer service skills
3. Strong communication and people skills
4. Good organizational and multi-tasking abilities
5. Good time management skills
6. Knowledge of Microsoft Office software
7. Knowledge and experience with office equipment (copier, printer, scanner, etc.)
8. Willingness to be trained and learn to use Rec Center software.
9. Ability to answer and transfer phone calls
10. Ability to greet guests and respond in a pleasant manner to their questions
11. Ability to communicate effectively and present ideas orally and in writing
12. Ability to work effectively under stress
13. Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with recreation staff members, participants, and the public.

This job description is not intended to be all-inclusive; employee will also perform other reasonable related duties as assigned by immediate supervisor and other management staff.

Physical Demands and Work Environment

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to ensure individuals with disabilities may be made to perform the essential functions.

The City of Huntington Woods is an Equal Opportunity Employer