JOB DESCRIPTION

RECEPTIONIST

Department:	Leisure Services	**Classification/Grade:**	13
Division:	Recreation	**FLSA Status:**	Non-Exempt
Reports to:	Leisure Services Superintendent	**Date Approved:**	July 2011

Job descriptions/specifications are only intended to present a descriptive summary of the range of duties, tasks, and responsibilities associated with a specified position. Therefore, descriptions/specifications may not include all duties performed by the individual. In addition, description/specifications are intended to outline the minimum qualifications necessary for entry into the position/class and do not necessarily convey the qualifications of incumbents within the position/class.

DEFINITION

Provide general receptionist duties and diversified recreational programs and administrative support at the Mesquite Recreation Center.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

(Essential functions that the individual who holds the position must be able to perform unaided or with the assistance of reasonable accommodation.)

1. Serve as a representative of the City of Mesquite, demonstrating a positive attitude and progressive actions through the display of professionalism, courtesy, and appropriate tact and discretion in all interactions with other employees and with the public.
2. Answer telephone, take messages for staff, and disseminate information to public regarding programs and policies.
3. Greet the public and check patrons for current recreation center pass or collect fees.
4. Perform various clerical and correspondence work assigned.
5. Maintain accurate program and financial records.
6. Assist in program registration, recreation center passes applications and facility use requests.
7. Handle financial transactions, reconcile daily receipt and prepare deposits.
8. Supervise patrons for safe conduct and use of the facility.
9. Assist in the supervision of recreation programs, recreation attendants and volunteers.
10. Perform light custodial duties including vacuuming, cleaning windows, sweeping, etc.
11. Prepare correspondence and associated informational materials for the Leisure Services Dept.
12. Maintain calendar reflecting city facilities use and events.
13. Assist in the coordination and supervision of various activities and programs run through the Department including but not limited to scheduling games/events, coaching, refereeing, scorekeeping, ticket taking, set-up and clean-up.
14. Dependable and meet acceptable attendance requirements at all times.
15. Follow all applicable safety rules and regulations.

OTHER JOB FUNCTIONS

A. Perform other related duties as assigned.

QUALIFICATIONS

The degree of knowledge and ability as outlined under this section is that which is necessary to satisfactory perform the essential functions of this position.

Knowledge of:

- Modern office procedures, methods and computer equipment, programs, applications and uses.

- Good public relation skills.
- Must be able to follow oral and written instructions and work cooperatively with others.
- Be neat, orderly, and honest.
- Spelling, grammar, and punctuation, business letter writing and basic report preparation techniques.

Ability to:

- Work a flexible work week which shall include most evenings, weekends and/or some holidays.
- Interpret and apply administrative and department policies and procedures.
- Establish and maintain effective working relationships and customer service levels throughout the. course of every day business
- Type accurately and at a speed necessary for successful job performance.
- Follow oral and written instructions
- Communicate effectively, both orally and in writing.
- Organize oneself and others, be neat and honest

Experience, Education and Training:

Any equivalent combination of training, education and experience which provides the individual with the required knowledge, skills, and abilities to perform the job. A typical way to obtain the required knowledge and abilities would be:

Education: High School diploma or G.E.D.

Experience: Previous experience working as a receptionist and/or with recreation programs.

Training: Current standard First Aid and CPR Certification, or ability to possess within six months.

License or Certificate: Must possess, at the time of employment and continuously throughout employment, a valid Nevada Class "C" driver's license.

WORKING CONDITIONS:

Work is performed under the following conditions:

Physical Requirements

Work is performed in an office. Subject to high levels of public contact and frequent interruptions. Duties require sufficient mobility to use standard office equipment; sustained posture in a seated position, standing and/or waking for prolonged periods of time; frequent bending, twisting, reaching, stooping and climbing; vision to read and hearing and speech to communicate in person or over the telephone. Flexibility of work hours; must be available to attend evening, weekend meetings and programs and to respond to emergency situations. Must be able to carry/lift/push or pull loads of up to 25lbs.

The City of Mesquite is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals. The City of Mesquite encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.

Revised & approved: September 2002
November 2006
July 2011 (Department)