



Job Description

Department: Parks and Recreation

Status: Non-exempt

Job Title: Parks and Recreation Representative

Reports to: SHSAC Supervisor

Date job description last revised: June 2023

GENERAL DESCRIPTION OF DUTIES:

Responsible for operating the Recreation and Aquatics registration and admission functions to assist customer transactions and respond to general Parks and Recreation inquiries by providing information to the public.

REPORTING & ORGANIZATIONAL RELATIONSHIPS:

Reports to the SHSAC Supervisor and under the general supervision of the SHSAC Administrative Coordinator. Works collaboratively within their own Department and with other City Departments, as well as with other organizations, to comply with the policies and procedures of the City and the Salida Hot Springs Aquatic Center.

ESSENTIAL DUTIES:

The following statements are illustrative of the essential functions of the job and do not include other nonessential or peripheral duties that may be required. The City of Salida retains the right to modify or change the duties or essential and additional functions of the job at any time.

- Serve as the initial contact for Salida Hot Springs Aquatic Center and the Department of Parks and Recreation's internal and external customers.
- Promote positive public relations with patrons and staff.
- Greet visitors to the SHSAC and assist patrons as necessary.
- Answer the telephone, direct calls, provide information, and record messages as needed.
- Provide information on classes, programs, events, activities and other amenities offered by our department; keep informed of the many changes and modifications of our programming offerings and schedules.
- Input patrons' membership and registration information into the recreation software.
- Responsible for cash handling and processing payments; compile a daily cash report worksheet and prepare bank deposit slips as required by shift.
- Assist in checking and restocking consumable and cleaning supplies.
- Ensure the safety of patrons by enforcing all rules and policies in a consistent and professional manner.
- Stay informed of emergency procedures and assist in implementation, including writing Incident/Accident Reports.

- Respond to and resolve or refer customer complaints and inquiries.
- Department level administrative duties including but not limited to tasks concerning recreation programming, recreation management software, etc.
- Perform general maintenance duties, including cleaning of soaking pools, locker-rooms, lobby and front desk areas, and washing and folding laundry.
- Responsible for opening and closing of the facility.
- Attend and participate in all staff meetings and in-service training sessions.
- Represent Salida Parks & Recreation and the City of Salida in a positive manner.
- Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Deal effectively with patrons and the public in a positive way and provide excellent customer service.
- Effectively communicate and problem-solve for positive outcomes with patrons and staff.
- Professional attitude and appearance.
- Ability to work non-traditional hours including mornings, evenings, and weekends.
- Ability to work with constant interruptions.
- Ability to work independently, as well as a team member.
- Ability to work with diverse age groups and populations.
- Enforce pool rules consistently and respectfully.
- Demonstrate decision-making skills.
- Knowledge of the pool's lifesaving and emergency equipment.
- Knowledge of SHSAC policies and procedures.
- Capable of receiving and implementing oral and written direction from supervisors.
- Understanding of office technology and proficiency with PC, MS Office suite, and the ability to learn the SmartRec recreation software.
- Represent Salida Parks & Recreation and the City of Salida in a positive manner.

EDUCATION AND EXPERIENCE:

One year of customer service and cash handling experience in a fast-paced environment preferred. Must acquire and maintain certifications in First Aid and CPR.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

The majority of this position's duties are performed in an office environment. Visual and physical ability to work on computers for substantial amounts of time. Must be able to sit or stand for extended periods of time. Frequent walking, writing, bending, and reaching; occasional lifting of items weighing 30 pounds and reaching and lifting above the shoulders. Must be able to work in a warm, humid indoor climate, with exposure to chemically treated water and use of cleaning products. Flexible time demands including mornings, days, evenings and weekend work.

PAY/SALARY RANGE:

Starting wage \$18/hr + dependent on experience and qualifications.

GENERAL DESCRIPTION OF BENEFITS:

Free individual pool pass to the Hot Springs Aquatic Center. Discounts on Recreation and Aquatics programs and products.