



Job Description

Department: Salida Hot Springs Aquatic Center **Classification:** Non-Exempt
Job Title: Front Desk 1 **Job Level:** 1 approx. 10hrs/wk year-round
Reports to: Front Desk Coordinator **Date job description last revised:** July 2014

GENERAL DESCRIPTION OF DUTIES:

Responsible for reception at the front desk of the Salida Hot Springs Aquatic Center and maintenance duties which include the front desk and lobby area.

ORGANIZATIONAL RELATIONSHIPS:

Works under immediate supervision of Front Desk Coordinator. Works independently within scope of authority.

ESSENTIAL DUTIES:

The following duty statements are illustrative of the essential functions of the job and do not include other nonessential or marginal duties that may be required. The City reserves the right to modify or change duties or essential functions of this job at any time.

- Promote positive public relations
- Greet and admit facility patrons
- Explain pool policies and procedures
- Learns various aspects of the Hot Springs Aquatic Center and Recreation Department so as to be able to provide customer service, including answering phone calls and questions and taking messages.
- Respond correctly to emergency situations
- Care and maintenance of front desk, inventory and lobby
- Recreation registration and park rental duties
- Responsible for all money transactions during shift
- Other duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES:

- Working knowledge of Salida Recreation and Hot Springs Aquatic Center policies and procedures
- Public relations and customer service skills
- Computer and cash drawer operation, including ability to learn specialized Recreation/POS software
- Capable of receiving and implementing verbal and written direction from supervisors.

EDUCATION, CERTIFICATIONS AND EXPERIENCE:

Will obtain/maintain CPR and Basic First Aid training.

ENVIRONMENTAL AND PHYSICAL CONDITIONS:

While performing the duties of this job, the employee may be required to carry boxes of supplies, not to exceed 50 lbs. The noise level in the work environment is usually moderate and the temperature very warm.