

## **Front Desk Attendants**

**Rate:** Starting at \$10.10/hr

**Job Description:** Responsible for all front desk communications and customer service. Performs clerical duties such as filing, typing, recording information, answering telephone, inventory, cashiering and more. Follows and enforces town and department policies. Ensures quality customer service to all patrons and participants

### **General Duties:**

- Greet every customer in person and by telephone courteously and promptly
- Responds politely to every patron inquiry and directs questions to appropriate supervisor if needed
- Handles all registration and memberships using MyRec software and appropriate register codes
- Performs all cash register transactions and opening/closing procedures. Fills out error report forms for every shift worked.
- Maintains accurate record of all guests and members entering the pool
- Sells and inventories merchandise and products to pool guests
- Organizes the front desk office area and maintains a clean, professional appearance
- Delivers messages to appropriate persons in a timely manner
- Other duties as assigned

### **Qualifications:**

- Typing and clerical skills
- Customer Service and public relations experience
- Basic computer skills
- Basic but competent math skills
- Excellent communication skills

**Reports to:** Pool Supervisors, Recreation Supervisor and the Director of Parks and Recreation