



## **CLASSIFICATION DESCRIPTION**

**TITLE: Facility & Guest Attendant**

**JOB CODE: 7 (Non-Exempt)**

## **GENERAL DESCRIPTION OF DUTIES**

Under general supervision, the purpose of the position is to support public recreation activities and provide customer service involving parks, facilities, activities and programs. Employees in this classification function at entry level to perform both routine and non-routine duties as dictated by the nature of the work promoting efficient and organized operation of departmental activities. Position coordinates and oversees work, scheduling, fee collections and assists in maintaining facilities. Performs related work as directed.

## **SPECIFIC DUTIES AND RESPONSIBILITIES**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Schedules, organizes and oversees various community activities, athletics programs and special events.
- Monitors facilities and inspects the safety and cleanliness of recreational equipment and teaching materials are maintained.
- Responds to inquiries and requests from the general public and community regarding parks, facilities and recreation activities, through friendly, customer service skills, ascertaining the needs of the individual and providing appropriate assistance and information.
- Ensures the safety of children in the afterschool, summer camp programs, and all children programs by maintaining accurate contact information, checking ID's and monitoring visitors to the Community Center.
- Maintains and verifies accuracy of various departmental records, databases and files; files various documents and records as instructed by departmental guidelines.
- Establishes, collects, organizes and maintains data on programs and activities; generates various daily, weekly and monthly reports as directed.
- Performs a variety of cashiering and account reconciliation tasks; processes point of sale sessions; balances reports.
- Receives telephone inquiries and complaints, ascertaining the nature of the call, screens, and

directs to the appropriate department; greets and directs visitors, as and when appropriate.

- Assists with the resolution of minor routine administrative and operational problems.
- Communicates with other departments and public agencies for the dissemination of information.
- Performs related duties as directed.

### **MINIMUM TRAINING AND EXPERIENCE**

High School Diploma or GED; supplemented by a demonstrated aptitude for customer service-oriented work, and one (1) year clerical or cashiering functions, and demonstrated organizational skills; or an equivalent combination of education, training, and experience.

### **LICENSES, CERTIFICATIONS OR REGISTRATIONS**

Must possess and maintain a valid Florida Identification Card.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to understand and follow written and oral instructions.
- Knowledge of business English and spelling.
- Ability to clearly communicate information both verbally and in writing.
- Knowledge of the principles and techniques of customer service skills; ability to deal diplomatically with irate individuals.
- Ability to operate basic office equipment, e.g., computer terminals, printers, copy machines, telephone systems, facsimile machines.
- Ability to access, operate and maintain various software applications.
- Ability to perform routine mathematical computations and tabulations accurately and efficiently.
- Knowledge of basic policies and practices of cashiering and conducting currency transactions.
- Ability to read, update and maintain various records and files.
- Ability to understand and follow pre-established departmental and City policies and procedures.
- Ability to interpret a variety of instructions in written, oral, diagram, or schedule form.

### **PHYSICAL REQUIREMENTS**

- While performing the essential functions of this job the employee is regularly required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, and lift and/or move up to 50 pounds; occasionally pushing up to 60 pounds.
- While performing the essential functions of this position there is potential for exposure to fumes or airborne particles, toxic or caustic substances, outside weather conditions, excessive noise, and dampness/humidity.

The City of Palm Coast, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The City of Palm Coast, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.