

Job Description

RECREATION SERVICES LEADER – MEMBERSHIP/FRONT DESK

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

Management's vision is "to be open, responsive and accountable while serving the public with integrity."

Job Description

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this position. Other duties may be required, assigned, and expected commensurate with the administrative needs of a newly incorporated city.

Essential Duties:

Essential Duties are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it. Employees are responsible for all other duties as assigned.

- Leads with the development, implementation and evaluation of various recreational programs and activities; leads and monitors program participants, subordinates and volunteers.
- Guides and counsels park patrons/program participants on park/program rules, care of equipment and acceptable conduct in a helpful, positive manner; assists park patrons/program participants in providing information, direction, and education and responds to complaints, inquiries, and information requests.
- Trains subordinates working with various recreation activities, including volunteers.
- Writes simple reports, completes daily attendance, accident/incident reports, updates game/sports standings for leagues; monitors sports field schedules; data entry (e.g. spreadsheets, etc).
- Maintains financial and activity records.
- Operates audiovisual equipment in support of recreation activities.
- Meets program standards and objectives as outlined by supervisors.
- Operates a motor vehicle requiring a standard Arizona Driver's License to travel to various worksites to perform assigned tasks based on department or seasonal needs, transport equipment, supplies, participants and materials.

- Inspects and maintains recreation equipment and supply for proper working order, cleanliness and safety.
- Assists with day-to-day housekeeping duties.
- Learns City rules and regulations involved with activities of registration, publicity, City policies and safety.
- Performs cash handling procedures as needed, such as collecting fees for programs, services, or commodities and maintaining related records, opening and closing register, documenting overages and shortages, preparing deposits for review, transport deposits, and taking advance registration or reservations for facility use.
- Organizes and develops publicity brochures and materials to promote interest in department activities.
- Works in cooperation with City staff to manage and schedule City facilities and rentals.
- Incumbents in this class may be rotated or transferred to other facilities and/or assignments based on department or seasonal needs.
- Assists with managing the front desk such as answering phones, taking registrations and processing payments.
- Gives membership tours, take applications and process payments.
- Other duties as assigned.

Minimum Qualifications

High School Diploma, or GED and one (1) to three (3) years' experience in recreation and event programming, front desk or providing memberships. Position requires working evenings, weekends and some holidays.

Any equivalent combination of education, training, and experience, which provides the requisite knowledge, skills, and abilities for this job, may be substituted for evaluation at the discretion of city management.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Development, implementation and evaluation of various recreation programs

Skills required:

- Meet and deal tactfully and effectively with the public
- Perform simple mathematical calculations and perform multiple duties simultaneously
- Communicate effectively, both verbally and in writing
- Establish and maintain effective working relationships

Performance Aptitudes

Data Utilization: Requires the ability to coordinate, manage, and/or correlate

data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to function in a director capacity for a major organizational unit requiring significant internal and external interaction.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations involving basic algebraic principles and formulas, basic geometric principles and calculations, and statistics.

Functional Reasoning: Requires the ability to apply principles of logical or synthesis functions; to deal with several concrete and abstract variables; and to analyze major problems that require complex planning for interrelated activities that can span one or several work units.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving broader aspects of organizational programs and operations, moderately unstable situations, or the direction, control and planning of an entire program or set of programs.

Physical Ability: Position typically requires: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing, repetitive motions. Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as hazardous physical conditions (mechanical parts, electrical currents, vibration, etc.), atmospheric conditions (fumes, odors, dusts, gases, and poor ventilation), hazardous materials (chemicals, blood and body fluids, etc.), extreme temperatures, inadequate lighting, work space restrictions, intense noise, travel, and environmental dangers (disruptive people, imminent danger, threatening environment).

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.