



EAPRD Job Description
Recreation Attendant – Guest Services
Part-Time

MISSION STATEMENT:

As the heart of the community, the Eaton Area Park and Recreation District strives to inspire and encourage healthy lifestyles by serving the physical, social, and mental needs of all ages.

SCOPE OF POSITION:

Perform regular and routine duties in the day-to-day operations of the Eaton Area Community Center, may include front desk, childcare area and concessions.

Supervision Received:	Works under the direction of the Guest Services Coordinator
Supervision Exercised:	None
FLSA Status:	Non-Exempt
Salary Range:	\$15.16 - 17.16/Hr Part-Time
Schedule:	Hours may vary. M-Th – 5am-9pm, F 5am-8pm, Sat 6am-6pm, Sun 11am-6pm

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs regular and routine duties in the day-to-day operations of the Eaton Area Community Center, may include front desk, childcare area and concessions.
- Greets guests, accepts, and processes memberships and registrations for specific activities within the Community Center and Department.
- Handles and processes payments and responsible for assigned funds and receipts.
- May be responsible for opening and/or closing shifts at the Eaton Area Community Center.
- Provides exceptional guest service and answers guest questions in person and over the phone.
- Conducts facility tours. Hands out and may check out equipment.
- Ensures the safety of guests and program participants by enforcing all rules and policies with staff and guests and practicing safe food handling procedures. Administers first aid, CPR and other medical attention as needed.
- May set up and tear down equipment used for activities and special events.
- Maintains work area, facilities, supplies and equipment to ensure a safe and sanitary environment.
- Conducts headcounts according to established schedule. Obtains waivers from guests as needed.
- Maintains frequent communications with other staff and volunteers within the Community Center and Division. Reports any issues or concerns with inventory, facility conditions, policies and incidents to supervisory staff as needed.
- Attends and participates in staff meetings and trainings. May assist in the training of new staff.
- Assists or oversees childcare and ensures a safe childcare environment. Checks in and checks out activity participants and their parents.



- Child Watch responsibility includes supervising and engaging with children, play with children and assure they are having a positive experience, maintain cleanliness in work area.
- Performs other related duties as assigned.

QUALIFICATIONS:

Education and Experience:

- High school diploma or GED preferred.
- One year of related work experience or training preferred.
- An equivalent combination of education and experience may be considered.
- Must be 18 years or older to work at Welcome Desk.
- Must be 16 years or older to work in childcare.
- Must successfully pass all required employment screens that may include but not be limited to:
 - Drug screen
 - Criminal Background Check

Necessary Knowledge, Skills and Abilities:

- Ability to obtain CPR, AED, and First Aid certifications within 3 months of hire.

REQUIRED KNOWLEDGE AND SKILLS:

1. Basic knowledge of equipment needed in community recreation programs including non-licensed childcare.
2. Knowledge of applicable federal, state, and local laws, regulations, ordinances, and policies, including safe food handling procedures and childcare safety.
3. Ability to provide outstanding customer service to a diverse guest population in a fast paced, chaotic environment.
4. Ability to establish and maintain effective working relationships with supervisors, peers, and District staff. Included is the ability to follow directions and demonstrate professional behavior.
5. Demonstrate time management skills by beginning and completing assigned shifts and/or utilizing program time effectively.
6. Ability to effectively present verbal and written information and respond to questions from guests, program participants, co-workers, supervisors, volunteers, and other District employees.
7. Ability to follow and enforce all rules, regulations, and policies. Ability to recognize safety hazards and sanitation issues and to notify supervisors.
8. Ability to remain composed in emergency situations, make sound judgment and work effectively with guest and other recreation staff under stressful circumstances. Ability to perform first aid, CPR, and other medical attention as needed.
9. Ability to safely operate a variety of recreation related equipment. Ability to set up and tear down equipment for scheduled activities and special events.
10. Demonstrate skill in the use of standard office equipment, computers and various application programs including recreation related specialty software applications.

EQUIPMENT AND VEHICLES USED:

Personal computer, including word processing software; calculator; copy, scanner, and fax machine; phone; portable radio; automobile; various sports equipment used in recreation programs.



WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The physical demands described here are representative of those an employee would typically encounter while performing the essential duties and responsibilities of this position.

- While performing the duties of this job, the employee is frequently required to walk, stand, sit, and talk or hear. The employee is occasionally required to use hands to feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 50 pounds. Graded based on intensity of instruction (Level 1,2,3).



Signature Page

I have reviewed the Guest Services job description, and I understand my job duties and responsibilities. I am able to perform the essential functions as outlined with and without reasonable accommodation. I understand that my job may change on a temporary or regular basis according to the needs of the District, listed as other duties as assigned.

If I have any questions about job duties not specified in this description, I should discuss them with my immediate supervisor or a member of the management staff.

NAME (Printed): _____ **DATE:** _____

SIGNATURE:
