



Job Description

- Posted: January 31, 2023
- Expires: February 15, 2023

Position: PT Front Desk Coordinator at Haverford Township Community Recreation & Environmental Center

Department: Parks & Recreation

FLSA: Non-Exempt

Hours: 18-24 Hours per week, days and hours TBA

Wage Rate: \$15-17 per hour based on previous background/experience

Position Summary:

Haverford Township Community Recreation and Environmental Center is looking for a friendly, energetic, self-starter with great people and communication skills, to work at and coordinate the Front Desk. We offer an enjoyable and healthy environment for staff and guests by providing top-quality recreation programs, a first-class facility, and outstanding customer service.

Qualifications:

- Warm and friendly demeanor with co-workers, CREC patrons, and visitors
- Work well with others, as well as work independently
- Excellent communication skills
- Ability to deal with a varied customer base and a wide age range
- Work occasionally involves responding to angry or upset individuals.
- Computer literate – Proficient in MS Office, ability to learn Recreation and POS Software (design software is a plus)

Supervision Received:

Front Desk personnel reports directly to the Operations Supervisor with direction from the Manager on Duty. Some assignments may be conducted under general supervision.

Essential functions:

- Greet guests and visitors to the facility
- Register participants for membership packages, classes, programs, and activities
- Answer and route phone calls to staff
- Address and answer questions regarding the facility, programs, activities, and rentals
- Bring questions and concerns to the attention of the Operations Supervisor or Manager on Duty

Related duties as assigned from time to time

Licenses, Registrations, or Certificates Required:

The position requires a High school diploma or equivalent.

Equipment:

- Personal and Network Computer Equipment
- Recreation management software
- Copier and laminator

Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
- While performing the duties of this job, the employee is frequently required to sit, talk, listen, read, and write. The employee is occasionally required to walk, climb stairs, use hands to operate, finger, handle, or feel objects, tools, or controls, and reach with hands and arms.

Work Environment:

The Community Recreation and Environmental center is a busy location that handles over 100 visitors daily for Fitness programs, pickle ball, walking track, youth programs, and rentals. The work is performed in a fast pace, high-energy environment. The front desk position is the face of the community center. The qualified applicant will be friendly, courteous, and responsive to customers' questions. They will greet all visitors with a smile and welcome them to the facility. The front desk answers phones, accepts deliveries, and takes registrations and point-of-sale transactions. The position also provides support to program staff and interfaces with Recreation management software.

The last day to apply to this job posting is: February 14, 2023

Antidiscrimination Policy: It is hereby declared to be the public policy of Haverford Township to foster the employment of all individuals in accordance with their fullest capacities regardless of their race, color, religious creed, ancestry, age, sex, national origin, handicap or disability, use of guide or support animals because of the blindness, deafness or physical handicap of the user or because the user is a handler or trainer of support or guide animals, or because of a person's sexual orientation, gender identity or gender expression.

Application Procedure:

Anyone interested in this position should obtain an Employment Application located at the Haverford Township Administration Building, 1014 Darby Road, Havertown, PA, or apply online at - http://www.havtwp.org/Human_Resources_Job_postings.html - Online Employment Application.

A pre-employment drug and alcohol screening will be required to determine that the applicant can meet the physical demands of the position. A background examination and criminal history check will be required and any costs to obtaining these items are the responsibility of the candidate.

Selection Guidelines:

Formal application, rating of experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

By signing below, I, the employee, acknowledge that I have read and understand this job description. I am able to meet or exceed all aspects of the job description.

Employee Signature

Date

Township Manager Signature

Date