



City of Moody Job Description

JOB TITLE: Front Desk Attendant
DEPARTMENT: Civic Center

FLSA: Non-Exempt
SAFETY SENSITIVE: Yes

Job Description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

GENERAL SUMMARY

To perform excellent customer service to the general public by answering routine questions, greeting guests, enforcing Civic Center rules, and crowd control. Assist in house-keeping around the Civic Center. Respond to emergency situations: administering CPR and First Aid if properly trained or immediately signals for a trained staff member. This is a part-time, non-exempt, hourly position and will have no supervisory responsibility. There are no benefits associated with this position.

SUPERVISION

Under the general direction of Civic Center Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this position. While this is intended to be an accurate reflection of the current job, management reserves the right to revise this job description.

1. Maintains knowledge of the Civic Center operations and rules.
2. Adhere and comply with the City of Moody Policy and Procedures Manual.
3. Welcome guests at the Civic Center in a friendly and professional manner.
4. Wears Moody Civic Center logo shirt and nametag at all times while on duty.
5. Ensure a safe and clean "first impression" of members and guests entering the facility.
6. Sell limited POS items to Civic Center members.
7. Enter new member data into RecDesk.
8. Supervise check-in of members and guest.
9. Inform guests of the rules and regulations to be observed in and around the Civic Center and enforces such rules and regulations to minimize or eliminate hazardous situations.
10. Assist in monitoring and enforcing policies set by department in the event of threatening weather.
11. Participate in the coordination, set up, and tear down of special events or activities with the ability to lift at least 50 pounds.
12. Must be available to work varied shifts during operating hours as well as weekends and holidays.
13. At all times, conducts themselves in a professional manner to reflect positively on members and guest's perception of the facility and City of Moody.
14. Promotes a teamwork environment; assists co-workers when necessary.
15. Maintain work, time, and material records.
16. During slow periods, helps to maintain facility cleanliness by performing such duties as: washing windows, sweeping and emptying trash cans. Assists other staff when needed.
17. Perform special projects and other duties as assigned.

MINIMUM JOB REQUIREMENTS

18+ Years Old

EDUCATION

High School Diploma or equivalent

EXPERIENCE

Previous customer service experience desired

KNOWLEDGE

Safe Work Practices

SKILLS

Money Counting, reconciling end of shift totals
Completing required forms
Able to use a calculator

LICENSES AND CERTIFICATES

Possession of valid Alabama Driver’s License or ID

ABILITY TO:

- Work varied shifts as necessary
- Observe possible safety hazards and react and/or correct accordingly
- Clean and maintain assigned park facilities
- Understand and follow oral and written instruction
- Communicate clearly and concisely, both oral and in writing
- Establish and maintain effective relationships with those contracted in the course of work
- Pass a drug test and criminal background screening

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

Have the ability to show good character and integrity while providing and accepting supervision and guidance.

- Must be able to work outside and be assertive with guests in enforcing rules.
- Must be able to work alone and use sound judgment.
- Strong interpersonal skills.
- Ability to work with the public

Maintain physical condition appropriate to the performance of assigned duties and responsibilities that may include the following:

- Climbing stairs/ladders
- Walking, standing or sitting for extended periods of time and must be able to use a mop and push broom
- Operating assigned equipment
- Performing manual tasks for extended periods of time and in unfavorable weather conditions
- Exposure to air contaminants, noise, vibration, and temperature extremes
- Occasionally lift, move, carry and push/pull objects weighing up to 50 pounds

I hereby acknowledge receipt and acceptance of the job description by signing my signature below.

Employee Name

Date