RECREATION INFORMATION CLERK

DISTINGUISHING FEATURES OF THE CLASS: This is a combination of reception work of a moderately complex nature and general clerical work which includes a responsibility for screening visitors and telephone callers to a Recreation and Parks Department Center or Golf Course and answering questions involving departmental programs, facilities and activities. Registration is, as a general rule, done on computer. The work is performed under the supervision of a higher level clerical employee or administrator. Supervision may be exercised over a back-up clerical or seasonal employee. Does related work as required.

TYPICAL WORK ACTIVITIES:
Screens visitors and telephone callers to the Recreation and Parks Department or Golf Course; Answers questions concerning recreation facilities, golf play, programs and/or activities; Accepts and processes golf fees or registration fees for programs and activities, receives payment and issues receipts; Operates a cash register or cash drawer; If employed in a Recreation and Parks Department Center, as part of the registration process, completes "home" information on computer screen for each registrant and verifies residency, if necessary; Generates registration reports such as class lists, numbers of participants, instructor rosters, revenue collected, etc. or number of patrons, type of patrons, number of rounds played, etc. at a Golf Course; Prepares daily bank deposit and may post to cash receipt journals, general ledgers, etc.; If employed at a Golf Course, takes and records golf reservations; Receives, opens and distributes mail; Issues tickets, permits, registration cards, etc.; If employed at a Golf Course, receives and resolves complaints from patrons or notifies the appropriate party for resolution; Maintains files related to departmental programs, registration, contracts and/or facilities; Operates office machines such as photocopy machine and calculator; Trains and directs seasonal staff as necessary; May prepare informational flyers, signage, brochures, playbills, etc.; May arrange bus transportation for senior citizen club trips; May issue Senior Citizen Courtesy (discount) Cards.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Good knowledge of recreation programs and facilities; good knowledge of clerical methods and office practices and procedures relating to a recreation program; good knowledge of correct English usage; good knowledge of the procedures involved in handling public inquiries and complaints, in person and on the telephone; working knowledge of business arithmetic; ability to detect counterfeit bills or coins and bad checks; ability to deal effectively with the public.

MINIMUM QUALIFICATIONS:
Graduation from high school or possession of an equivalency diploma, and one (1) year of work experience as a receptionist, or in a related clerical position which required the answering of questions and dealing with the public and/or employees on a regular basis, and one (1) year of work experience within a recreation program, either as a clerical worker or as an activities leader.

NOTE: Additional years of the required work experience may be substituted for education on a year-for-year basis.

R.C.D.P. (04.08.2008) 10.08.2015 - Job specification may be subject to further revision
Competitive