

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.