

Customer Service Associate

Nature of Work

This is receptionist, administrative and accounting work assisting with front desk operations and other recreational activities for the Pigeon Forge Community Center. Activities associated with the job include greeting and assisting members and visitors, overseeing and monitoring the activities of children during their stay at the Community Center, assisting with recreation center operations and providing general information about recreation programs and facilities. Additional activities include distributing and collecting recreational equipment and supplies, receiving and receipting fees for classes and other activities, assisting with special events and other activities, answering incoming calls and assisting with the reconciliation and deposit of fees. Job responsibilities require experience working in a recreational facility, knowledge of the community center operating policies and procedures, experience performing basic bookkeeping and cash handling activities, general knowledge of the cleaning and maintenance requirements of the recreation center and good organizational, interpersonal and decision making skills. Job performance is evaluated by the Front Desk Supervisor through review of adherence to community center rules and regulations, level of administrative and accounting support provided for center activities, dependability in performing job assignments, accuracy of cash management responsibilities and organizational, interpersonal and decision making skills.

Illustrative Examples of Work

- Greet and assists visitors and patrons participating in community center events and activities and says farewell upon their departure to ensure effective public relations for the center.
- Ensures the health and safety of children while in the community center and that all operating policies and procedures are complied with without exception.
- Monitors the activities of students while they attend the community center, promptly addresses any issues or concerns and notifies the appropriate personnel in the event of significant problems or concerns with students at the center. Provides discipline and direction as needed to students.
- Prepares membership tags for members to scan each time they enter the facility.
- Signs in visitors, looks at their photo ID and provides them with information regarding memberships, programs and daily fees.
- Registers individuals for various programs including after school programs, the cheer and tumble program, day camp, swim lessons, 3 on 3 basketball, little league baseball, etc.
- Prepares incident reports and submits to the appropriate supervisor in a timely manner.
- Provides assistance for special events, contests, parties, etc. as needed.
- Assists individuals with the Silver Sneakers program, assists them with completing paperwork and enters the information into the computer.
- Assists with opening and closing the facility, runs reports, processes the paperwork and counts and balances the funds received for the day.
- Assists with recreation center operations, issues recreational equipment and assists with maintaining the reception area in a clean and organized manner.
- Assists with enrolling program participants and receiving, recording and accounting for fees and other charges.

- Distributes, monitors and collects recreational and game room equipment.
- Assists with monitoring the use of the recreation facility, gymnasium and exercise rooms and assists with cleaning and organizing the facility as necessary.
- Assists with monitoring the actions of swimmers and other individuals utilizing the recreation center, maintaining discipline and enforcing center rules and operating policies.
- Assists with intervening between patrons utilizing the facility when disagreements or arguments occur.
- Notifies the appropriate personnel in the event of emergency situations, discipline problems, malfunctioning equipment, etc.
- Explains the rules and regulations required to use the facility and/or participate in programs and activities.
- Answers incoming calls, provides information about recreational activities and operations and/or refers the caller to the appropriate party.
- Assists with operating the cash drawer and recording, reconciling and depositing fees received for recreational programs, rental of space, use of equipment, etc.
- Provides tours of the recreation center to new visitors and other individuals interested in utilizing the center.
- Assists with addressing complaints and/or other issues or refers them to the appropriate party for resolution.
- Performs related duties as required.

Necessary Requirements of Work

Graduation from an accredited high school supplemented with additional training and experience in recreation and/or community center activities; knowledge of recreational facilities and swimming pool operations; experience performing basic bookkeeping duties; good interpersonal, organizational and decision making skills; or any equivalent combination of education and/or experience to provide the following knowledge, abilities and skills:

- Considerable knowledge of basic bookkeeping and accounting practices including the receipt and recording of cash, reconciliation of accounts and depositing of funds.
- Considerable knowledge of the maintenance and cleaning requirements of large municipal recreation center.
- Considerable knowledge of the Pigeon Forge Community Center's rules and regulations pertaining to attendance, behavior, safety, discipline, etc.
- Considerable knowledge of the fees and other related charges required for participating in recreational activities and events.
- Considerable knowledge of recreation center operations, exercise equipment and maintenance activities.
- Considerable knowledge of the proper disposal of bodily fluids and the use of universal precautions.
- Ability to effectively monitor and observe the activities of individuals participating in recreational activities, swimming programs and classes, etc.
- Ability to learn and operate proprietary software systems utilized for front desk operations.
- Ability to interact with participants, co-workers, parents, children and support staff in a professional and courteous manner.
- Ability to provide effective instruction to school age children in both individual and group settings.
- Ability to effectively monitor and control the behavior of students.

- Ability to make appropriate and timely decisions in response to situations encountered on the job.
- Ability to consistently adhere to all established policies and procedures and perform job assignments in a timely and dependable manner.
- Ability to enforce rules in a diplomatic and impartial manner.
- Skill in interacting with children and parents and addressing any behavioral issues and/or concerns.
- Ability to consistently account for all funds received on a daily basis and ensure the timely deposit of all fees, deposits, etc.

Necessary Special Requirements

- Current certifications in First Aid and CPR.
- Current certification in AED.
- Possession of a valid Tennessee Driver's license and the ability to be insured at standard vehicle liability rates.

Physical Requirements

- This is light work requiring exerting up to 20 pounds of force occasionally and up to 10 pounds of force frequently
- The position requires considerable physical activity including walking, lifting, reaching, stooping, pulling, pushing, grasping, balancing, climbing, kneeling, standing and crouching
- Visual acuity is required to monitor pool and exercise activities and conduct of program participants
- The worker is subject to inside atmospheric conditions, job hazards and noise
- Work requires hearing sufficient to accurately perceive information a normal spoken word level
- Vocal communications are required for expressing and exchanging ideas and commands by means of the spoken word.

Pigeon Forge, Tennessee
FLSA – Non – Exempt
11/27/2017