



City of New Brighton, Minnesota Position Job Description

Lead Guest Service Receptionist/Reservation Clerk

Department / Location: Parks and Recreation / New Brighton Community Center

Immediate Supervisor: Facilities Manager & Recreation Supervisor

Grade: 4

Position Status: Full Time Non-Exempt

Date of Latest Revision: May 2022

Community Center Division:

The Community Center Division is responsible for managing and providing oversight to the Community Center programs, membership, meetings and events.

Position Summary:

To provide excellent customer service while scheduling reservations and events for the New Brighton Parks and Recreation Department meeting and events facilities in a proactive, methodical and customer friendly way that encourages the use of the City's facilities. This position responds to the needs and concerns of all facility users in a courteous, informed and enthusiastic manner. It is responsible for providing a high level of customer service, guest safety, and performs as the lead person when applicable. This position will provide work direction and shift supervision to part-time community center employees and is required to perform all tasks necessary to assist members and guests and to oversee and assist in functions that make the facility more attractive, presentable and rentable.

Essential Functions

1. Plans, develops, schedules, and coordinates meetings, events, and group use. Communicates and enforces established policies and rules.
2. Coordinate event and meeting facility usage and reservations by marketing, scheduling, and implementing events.
3. Cashiering and receipting of all fees, processing of daily use passes, membership cards are scanned promptly, accurately, daily reconciliation, and according to the approved cash handling procedures.
4. Facilitate the sale of prospective fitness memberships including communicating information, fitness center/track/gymnasium tours, and completing appropriate documents.
5. Demonstrate and communicate the customer service philosophy of the facility and department to guests and staff to ensure cohesive messaging and service.
6. Greet and assist customers on the phone, in person and via e-mail; provide information to customers as needed. Demonstrated ability to communicate with the public in a courteous and tactful manner which projects a favorable image of the City of New Brighton.
7. Assist guests in the registration for recreational programs, classes and activities, and in the reservation of facilities where applicable.
8. Retrieves and balances money drops from safe.
9. Develops and maintains rental schedules utilizing computerized scheduling software that maximizes facility usage.
10. Anticipates/discovers problems with registration information or point of sale issues before they happen, and recommends solutions to the problems.
11. Assist in the training of new Guest Services Representatives through established processes and procedures.
 - a. Consistent communication with guest service representatives on policy change.
 - b. Collaborate with supervisor in preparation of all staff training/meetings six times a year, including items to cover, how to best prepare materials and help with set-up and tear-down.
12. Performs various office support duties and housekeeping tasks as scheduled or requested.

13. Department staff can rely on prompt and accurate completion of assigned office support work and regular housekeeping contributes to a clean and safe facility.
14. Alertness to potential loss/theft areas and safety hazards contributes to overall customer satisfaction and care of the facility.
15. Completes established opening and security check protocols for the New Brighton Community Center as scheduled.
 - a. The facility is open and ready for operations and services as scheduled.
 - b. The guest service desk is closed effectively and ready for operations the next morning.
16. Provide a positive physical presence in the building to sustain a high level of customer contact.
17. Facility staff are alerted to customer questions or needs and are provided with the information needed to plan and run their respective programs and events.
18. Responds to accidents and/or emergencies in a calm and controlled manner.
19. Communicates to supervisors issues/problems with department policies and procedures that effect customers, and provides potential solutions
20. Problem solver with the ability to tackle a problem by using logical, systematic, sequential approach; make a systematic comparison of two or more alternatives; notices discrepancies and inconsistencies in available information; identifies a set of features, parameters or considerations to take into account, in analyzing a situation or making a decision.
21. Perform various office support tasks as assigned.
22. Complete special programs and projects as assigned.
23. Performs other job-related responsibilities as apparent or assigned.

Competencies and/or Values Common to All Positions:

- Developing and maintaining a thorough working knowledge of all department and applicable City policies and procedures in order to help facilitate compliance with such policies and procedures by all personnel.
- Demonstrating by personal example the service excellence and integrity expected from all staff.
- Developing respectful and cooperative relationships with co-workers, including willing assistance to newer staff so job responsibilities can be performed with confidence as quickly as possible.
- Conferring regularly with and keeping the immediate supervisor informed of all important matters pertaining to those functions and job responsibilities for which accountable.
- Representing the City in a professional manner to the general public and other outside contacts / constituencies in a manner that helps maintain and enhance New Brighton's reputation as a well managed City.

City of New Brighton Core Values that are Common to All Positions:

- Represent and model the following established City of New Brighton Values:
- Respect for Residents, Businesses, and Visitors
- Effective Communication with Residents of New Brighton
- Promote a Healthy Business Climate
- Understand Our Past as we invest in the Future
- Recognize the Importance of Working with Neighboring Communities
- Provide for the Safety and Security of the Community
- Accountability and Integrity in Service Delivery

Typical Working Environment:

Work is typically performed in an inside, temperature-controlled environment.

Typical Physical Requirements for This Position:

There will be some moving and/or lifting of materials and/or equipment, typically <30 lbs, when assisting with room set up and maintenance.

Requires standing for long periods of time, in addition to squatting, bending, lifting, and sitting.

Selection Criteria to Qualify for This Position:

Minimum Requirements:

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- High School education or GED equivalent.
- Minimum of two years' experience in direct customer service.
- Minimum of two years' experience as a cashier in a customer service environment.
- Minimum of two years' experience with programs in the Microsoft Office or Google Suite.
- Minimum of six months' work experience with data entry.
- Previous experience with high call volume.
- Excellent planning, organizing, implementation, communication, attention to detail and evaluation skills.
- First Aid and CPR/AED certification (must obtain within 6 months of hire).

Desired Requirements

- Degree in Parks & Recreation or related field.
- Additional experience in Customer Service.
- Experience with CivicRec Recreation Software.
- Considerable typing experience.
- Excellent written and verbal skills.
- Ability to exercise independent judgment with upper level clerical responsibility.

Such alternatives to the above qualifications as the City may find appropriate and acceptable.

Employee Initials and Date: _____

Supervisor and / or Department Head Initials and Date: _____

City Manager Initials and Date: _____