



**JOB ANNOUNCEMENT  
CITY OF TROY, AL  
INTERNAL/EXTERNAL**

**CLASSIFICATION TITLE: Front Desk Attendant Parks & Recreation**

**FLSA DESIGNATION:** NON-EXEMPT, CLASSIFIED

**OPENING DATE:** 12/02/2024

**CLOSING DATE:** 12/09/2024

**PAY RATE:** Skill Level 8

**SUMMARY DESCRIPTION:**

Under administrative direction, this position will carry out all duties and responsibilities as a Front Desk Attendant of the Troy Recreation Center. Responsibilities will include but not be limited to: Waiting on all customers at the front desk of the Troy Recreation Center, Monday through Friday, eight hours per day; Selling memberships to new members and processing renewals for existing and past customers; Processing daily fees to non-members; Exhibiting and providing exceptional customer service; Answering all telephone calls and helping each caller with a resolution to their call; Handling of all monies and credit card transactions on a daily basis; Balancing the register report at the beginning and ending of a shift; Must be adept in use of front desk management software, to include checking-in of existing members, making facility reservations and assisting staff in event registrations; any and all other duties, jobs and assignments as deemed necessary by supervisors to provide first-class parks and recreation facilities, activities and programs for the citizens of Troy and Pike County, Alabama.

**REPRESENTATIVE DUTIES:** Under the supervision of the Troy Parks and Recreation Director:

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Manage the day-to-day operations of the Troy Parks and Recreation Front Desk, carry out assignments of day-to-day responsibilities and accept and carry out additional administrative assignments and responsibilities.
2. Under the guidance and assistance of the Director and Administrative Assistant, provide exceptional customer service, to include but not limited to waiting on all customers at the front desk of the Troy Recreation Center, Monday through Friday, eight hours per day.
3. Sell memberships to new customers and process renewals for existing and past customers.

4. Processing of daily fees to non-members.
5. Processing of insurance-provided cards for customers of Silver Sneakers/Tivity Health, Silver & Fit and Renew Active.
6. Selling and processing daily fees to non-members.
7. Always exhibiting and providing exceptional customer service to walk-in customers, telephone customers, sales representatives and anyone and everyone to project a professional and welcoming voice on behalf of Troy Parks and Recreation.
8. Assisting all walk-in and telephone customers with a resolution to their visit, question or call.
9. Responsible for all monies and credit card transactions at the front desk during their shift on a daily basis, to include balancing the register report at the beginning and ending of a shift.
10. Must become skilled and knowledgeable in the use of front desk management software, to include checking-in of existing members, making facility reservations and assisting staff in event registrations.
11. Communicate daily with the Director and Administrative Staff regarding assignments and day-to-day responsibilities and operations.
12. Any and all other duties, jobs and assignments as deemed necessary by supervisors to provide first-class parks and recreation facilities, activities and programs for the citizens of Troy and Pike County, Alabama.
13. Perform related duties as required.

## QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of parks and recreation industry, operations, its mission and purpose.

Must have at least two (2) years of experience working in an office environment.

Must be experienced in Microsoft Word and Excel.

Must have exceptional customer service skills.

Knowledge to maintain, operate and service any and all of the associated office equipment.

Ability to read and comprehend written labels and instructions associated with job projects, equipment maintenance, cleaning products and more.

Writing skills to communicate with the Director, Administrative Staff and other members of the department concerning day to day operations, projects and reports.

Ability to communicate clearly and concisely.

Must be able to troubleshoot and problem-solve.

This job requires frequent lifting of heavy items and supplies occasionally of 20 pounds

## MINIMUM QUALIFICATIONS

- A. Must have at least two (2) years of working in an office environment.
- B. Must possess a valid Alabama Driver's License.
- C. Must have a good driving record.
- D. Subsequent to job offer, must submit to and pass a pre-employment physical, and drug and alcohol screening.
- E. Subsequent to job offer, position subject to satisfactory background check.

## MINIMUM REQUIREMENTS TO PERFORM ESSENTIAL FUNCTIONS:

The following requirements are normal for this classification. Specific requirements may not apply to all positions within this classification but are determined by the normal requirements for the particular position.

<b>Essential Physical Abilities</b>
Work is primarily performed in an indoor setting. Job requires medium physical labor regarding many daily responsibilities including the ability to picking up of boxes, bags or bottles, lifting of tables and chairs. Lifting of 50 pounds is expected.
<b>Supervisory Control</b>
The supervisor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.
<b>Guidelines</b>
Guidelines include City of Troy Personnel Policies and procedures, benefits policies and procedures, the Risk Management Manual, and the City of Troy Core Values. These guidelines are generally clear and specific, but may require some interpretation in application.
<b>Complexity</b>
The work consists of semi-skilled and skilled supervisory and physical labor.
<b>Scope &amp; Effect</b>
The purpose of this position is to provide support to the Director and Administrative Staff and to act under their supervision. Success in this position results in greater effectiveness of Troy Parks and Recreation.
<b>Personal Contacts</b>
Contact is typically with employees, co-workers, vendors, and members of the general public.
<b>Purpose of Contacts</b>

Contacts are typically to give or exchange information, resolve problems, and provide services.

**Work Environment**

The work is typically performed indoor, 12 months of the year, sometimes seven days per week.

**NOTE:**

Statements included in this description are intended to be representative of the duties and responsibilities of this job and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included. This job may also require meetings outside of normal business hours or work on weekends and evenings. Required traveling by auto for training or job assessments is possible.

IF YOU BELIEVE THAT YOU ARE QUALIFIED FOR THIS POSITION AND WOULD LIKE TO COMPLETE AN APPLICATION, BLANK APPLICATIONS ARE AVAILABLE FROM:

City of Troy  
Human Resources Dept.  
Troy, AL 36081

Resumes will not substitute for an application. Applications will remain on file 6 months from closing date.

*The City of Troy is an Equal Opportunity Employer*