



Desk Clerk

Parks and Recreation

PR/9

Grade 10/Non-Exempt

JOB SUMMARY

This position is responsible for p the professional and efficient managing of visitors, vendors, telephone calls and messages.

MAJOR DUTIES

- Welcomes public and assists them by providing directions and information appropriately.
- Answers incoming calls and directs them correctly.
- Performs general office duties as assigned.
- Collects and receipts registration fees.
- Registers customer for various sports.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of modern office practices and procedures.
- Knowledge of county and departmental policies and procedures.
- Knowledge of applicable federal and state statutes and county ordinances
- Knowledge of computers and job-related software programs.
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier.
- Skill in the provision of customer services.
- Skill in dealing with the public.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Administrative Assistant 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.

GUIDELINES

Guidelines include county and department policies and procedures, standard office practices and county ordinances. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related receptionist duties. The volume of work performed and time constraints contribute to the complexity of the work.
- The purpose of this position is to direct the public and phone calls to the appropriate personnel and collect and receipt registration fees. Successful performance in this position assists department operations and affects the image of the county.

CONTACTS

- Contacts are typically with co-workers, other county employees, parents, children, vendors, elected officials, county officials, and the general public.
- Contacts are typically to give or exchange information and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table, standing, walking or stooping. The employee occasionally lifts light objects.
- The work is typically performed in an office that is sometimes noisy.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None

MINIMUM QUALIFICATIONS

The ability to read and write at a level commonly associated with the completion of high school or equivalent.