

JOB DESCRIPTION



JOB TITLE: Athletic/Fitness Facility Front Desk Clerk

FLSA: (Part-time /Non-Exempt)

HOURLY RATE: \$15/HR

DEPARTMENT: Athletics

REPORTS TO: RecFit Director

SUMMARY: Welcome and direct the general public, students, parents, visitors, and other interested parties who visit the fitness facility. Provide information regarding activities at the facility, as well as information about other campus facilities, departments, offices, and employees.

TASKS AND RESPONSIBILITIES:

- Greet persons entering the Athletic facility, determine the nature and purpose of visit, and direct or escort them to specific destinations.
- Validate memberships and/or receive payment and record receipts for memberships and merchandise from on-site store
- Operate telephone and answer, screen, and forward calls; provide information; and take messages.
- Provide information about the athletic facility programs and activities or to other departments or employees as needed.
- Hear and resolve needs and minor complaints from customers and public.
- Perform clerical support tasks such as operating computers or calculators to work with database records and other documents.
- Transmit information or documents to students, faculty, staff, parents and the public, using computer, mail, or fax machine. File and maintain records.
- May schedule appointments or activities and maintain and update calendars.
- Supervise and enforce appropriate patron behavior.
- Ensure reception area is kept clean and tidy
- *The Academy administration reserves the right to assign or reassign duties and responsibilities to this job at any time.*

KNOWLEDGE AND SKILLS:

- **Customer and Personal Service** - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Clerical** - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, and operating databases and other office technology. Knowledge of Microsoft Office is preferred.

EDUCATION AND EXPERIENCE:

- A high school diploma is required and vocational training or at least two years of job-related experience is preferred. An associate degree or equivalent is an asset.

- Work-related skill, knowledge, or experience working directly with the public in a fast-paced environment is preferred; experience in a school or fitness setting is a plus.

ENVIRONMENTAL FACTORS:

The majority of duties are performed in a standard fitness facility or athletic complex facility and/or on the playing fields. Some maintenance work on equipment may be necessary. Must have the ability to lift 50 lbs., with frequent lifting and/or carrying of objects or equipment weighing up to 25 lbs. and carrying such weights a distance of up to 50 yards. Other physical requirements include pushing, pulling, and reaching, frequent walking, standing, occasional bending, stooping and kneeling, must be able to hear and speak clearly to communicate with students, parents and spectators. Vision such as excellent depth perception, reaction time, far vision, spatial orientation. Must have the ability to reason and make judgements.

Frequent work outside of regular work schedule may be required, including evenings and weekends.

BACKGROUND CHECK AND FINGERPRINTING:

The Academy conducts criminal and motor vehicle record checks on all candidates. We reserve the right to investigate fully any criminal or motor vehicle offense prior to consideration for employment. Job offer is contingent upon satisfactory maintenance or completion of our background and Child Abuse Registry reporting, and acceptance of our Non-Discrimination and Unlawful Harassment Policy.

I acknowledge that I have read and understand the above position description in its entirety, and I can perform all of the stated requirements and essential functions as outlined. If I have any questions about the duties and responsibilities that I am asked to perform, I should discuss them with my immediate Manager, Assistant Headmaster, Department Chair or Human Resources Director. I have discussed any questions that I may have had about this position description prior to signing this form.

Employee Signature

Date