

Department: Parks, Recreation and Tourism Pay Grade: Part-Time
Reports To: Membership Supervisor FLSA Status: Non-Exempt
Last Revised: 09/2009 Last Reviewed: 09/2009

GENERAL STATEMENT OF DUTIES

Manager on Duty will have the responsibility of overseeing the operations of the center and ensuring member safety and customer satisfaction. Work is performed under general supervision, often using independent judgment to resolve situations. Performs other duties as assigned.

ESSENTIAL JOB FUNCTIONS

- Provides information regarding the facility, services offered, and assisting with customers and intervenes to deal with difficult situations or people.
- Makes rounds of all areas of the center with the intent to engage in conversations with members, monitor the center's functionality, and direct members to requested areas.
- Ensures that all Green Ridge policies and procedures are regulated in each area of the building, maintains safety of facility and keeps restricted areas free of members.
- Performs related administrative work including data entry, record keeping as well as billing. Reviews various reports and edits to ensure accuracy.
- Oversees and troubleshoots the handling of cash, checks, credit card transactions for memberships as well as end of shift/day reconciliation.
- Communicates and documents incidents, accidents and complaints and any issues regarding facility programs, staffing, or general operations to the appropriate manager.
- Helps manage the emergency action plan for the center.
- When needed gives tours of the facility, sells center memberships, upgrades memberships, reviews programs with potential to sell as part of sales process.
- Opens and closes, secures all areas of the facility.
- May work as part of a self - directed work group or team.

POSITION REQUIREMENTS/PREFERENCES

Education Required: Graduation from High school or equivalent.
Preferred: Associates degree.

Experience Required: One to three years of customer service experience required (could be in a variety of settings)
Preferred: Three or more years of customer service experience.

Certifications/
Licenses Required: Valid Virginia driver's license with good driving record. CPR, First Aid, and AED certifications.

Knowledge, Skills
and Abilities

- Strong ability to work with public in person and by phone.
- Ability to advise on and interpret center policies in researching and resolving customer inquiries, requests and complaints.
- Good knowledge of office terminology, procedures, equipment technology.

- Ability to maintain accounts involving mathematical computations.
- Ability to follow oral and written direction and work procedures.
- Ability to take initiative as well as follow-thru.
- Skills in using Microsoft Word, Excel, and other computer software.

Additional Requirements

Subject to a complete criminal history and Child Protective Services background search with acceptable results. Must be able to perform the job as described in the Physical and Environmental Demands section of this job description. Must be willing to work a flexible schedule including nights, weekends and some holidays.

Supervisory Responsibilities

None

OVERALL PHYSICAL STRENGTH DEMAND

Moderate Lift and/or exert force up to 50 lbs. occasionally, 10 lbs frequently, or insignificant amounts constantly OR requires walking or standing to a significant degree.

PHYSICAL DEMANDS

C = Continuously 5.5 to 8+ hours daily F = Frequently 2.5 to 5.5 hours daily O = Occasionally Up to 2.5 hours daily R = Rarely Less than 1 hour per week N = Never Never occurs

Code	Physical Demand	Code	Physical Demand
F	Standing	R	Sitting
F	Walking	O	Lifting
O	Carrying	O	Pushing/Pulling
O	Reaching	O	Handling
O	Fine Dexterity	R	Kneeling
O	Crouching	R	Crawling
O	Bending	O	Twisting
R	Climbing	R	Balancing
C	Vision (Correction Required)	C	Hearing
C	Talking	R	Foot Controls (driving, operation of equip, etc.)

ENVIRONMENTAL FACTORS

D = Daily W = Several Times Per Week M = Several Times Per Month S = Seasonally R - Rarely N = Never

Code	Health and Safety	Code	Environmental Factors
M	Mechanical Hazards	S	Dirt and Dust
R	Chemical Hazards	R	Extreme Temperatures
R	Electrical Hazards	W	Noise and Vibration
R	Fire Hazards	M	Fumes and Odors
N	Explosives	W	Wetness/Humidity
R	Communicable Diseases	R	Darkness or Poor Lighting
R	Physical Danger or Abuse		Other (specify)

PRIMARY WORK LOCATION

Entire recreation center.

MACHINES, TOOLS, EQUIPMENT, WORK AIDS

Computers, telephones, office equipment, recreational, fitness and aquatic equipment.

PROTECTIVE EQUIPMENT REQUIRED

As applicable to activities involved.