



Job Description Patron Relations Specialist

GENERAL DESCRIPTION:

The Patron Relations Specialist employed with the Sunset Empire Park and Recreation District is a customer service oriented individual who greets patrons, answers inquires, registers patrons for activities, and coordinates facility rentals.

SUPERVISION RECEIVED:

The Patron Relations Specialist comes under the direct supervision of the Director of Operations or designee. The Patron Relations Specialist is responsible for following and carrying out all of the workplace expectations and policies of the Sunset Empire Park and Recreation District.

SUPERVISION EXERCISED:

In general, the Patron Relations Specialist does not directly supervise other staff members, however the Patron Relations Specialist may be assigned supervisory duties by the Director of Operations for volunteers or other personnel.

DUTIES:

In general the essential duties of the Patron Relations Specialist includes, but is not limited to:

- Scheduling and coordinating facility rentals
- Set up and take down of specified rented or used facility spaces
- Serve as a greeter for all patrons as they enter District facilities
- Process daily monetary transactions
- Information exchange as it relates to District programs, personnel, and operations
- Prepare or oversee daily cash out reports
- Inventory vending and operating supplies
- Accurately compile board meeting minutes
- Data entry
- Marketing duties
- Use online point of sale software to reserve facilities and register patrons
- Proof read documents
- Review scholarship applications for accuracy and request additional information as needed
- Draft documents and information pieces for other team members as assigned
- Clerical support work as assigned
- Light janitorial and maintenance work as needed (i.e. dusting, window cleaning)
- Successfully and positively perform within work team dynamics
- Adherence to District Workplace Expectations, encompassing communication, working relations, job reliability, and initiative, safety, accomplishment of work tasks and supervision
- Attend staff meetings
- Perform other job duties as assigned by the Director of Operations

QUALIFICATIONS:

Knowledge of:

- Computer applications such as data entry, excel, word, power point, publisher, other.
- Scheduling
- Customer Service
- Operation of office equipment such as, but not limited to, calculator, computer, telephone, and copier / fax.

Ability to:

- To read, write, speak, and understand English (essential).
- To read, write, speak, and understand Spanish (preferred).
- Perform general clerical work including maintenance of appropriate records and compiling information.
- Correctly interpret and apply the policies and procedures of the function to which assigned
- Enter data at a speed and accuracy necessary for successful performance.
- Communicate courteously and cooperatively with other staff and the general public, on the telephone or in person, including handling difficult people.
- Establish and maintain effective working relationships with supervisors, other staff members and the general public.
- Maintain confidentiality regarding sensitive information and data.
- Work with minimal supervision.

EXPERIENCE & TRAINING:

High school diploma or equivalency, 2 years' experience in front desk or front-line customer service. Ability to read, write, and speak Spanish (preferred).

LICENSES, CERTIFICATIONS AND OTHER REQUIREMENTS:

Current American Red Cross C.P.R. and First-Aid certifications or the ability to obtain certification within six (6) months of employment.

PHYSICAL SKILLS:

While performing the duties of this position, the Patron Relations Specialist is frequently required to sit, kneel, stoop, communicate, fingering, reach and manipulate objects or tools or controls. The position requires mobility. Duties include frequently moving objects weighing 25lbs. and may infrequently require moving objects weighing 35lbs. Manual dexterity and coordination are required to operate equipment such as computer keyboard, calculator, phones, and standard office equipment.