

**CITY OF BRECKSVILLE**  
**Job Description**

**Job Title:** Desk Clerk - Recreation  
**Department:** Community Center & Human Services  
**Reports To:** Financial/Customer Service Clerk  
**FLSA Status:** Non-Exempt  
**Approved Date:** February 4, 2010  
**Revised Date:** July 3, 2019

**JOB SUMMARY**

Under general direction of the Financial/Customer Service Clerk, performs routine clerical and customer service duties relating to Community Center and Human Services programs, policies, and procedures.

**CLASS CHARACTERISTICS**

This is a part-time clerical classification level that supports the programs and activities of the Community Center and Human Services.

**ESSENTIAL FUNCTIONS**

Greets members and general public entering Community Center and/or Human Services. If required, determines nature and purpose of visit and directs them to specific destinations.

Answers inquiries pertaining to membership, classes, activities, schedules, rules, and regulations.

Escort individuals and/or groups on a tour through the buildings, pointing out different recreational opportunities, classes, and amenities.

Registers members for activities and classes using RecTrac software.

Collects cash payments, credit card payments, and makes change.

Answers telephones, directs calls, and takes messages.

Certified in and able to perform CPR and AED (automated external defibrillator)

Promotes Community Center and Human Services activities and events.

Performs other duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES**

General knowledge of Community Center and Human Services programs, policies, and operations; knowledge of principles and processes for providing customer service; ability to use a computer and other standard office machines; ability to maintain cooperative relationships with those contacted in the course of work activities; ability to communicate effectively verbally and in writing, ability to write, type, and enter information into a computer using a keyboard.

**PHYSICAL DEMANDS**

While performing the duties of this job, the employee is frequently required to sit, talk, or hear. The employee is occasionally required to stand, walk, use hands to finger, handle or feels, reach with hands and arms, and stoop, kneel, or crouch. The employee must occasionally lift and/or carry, push, pull, or otherwise move objects weighing up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision and depth perception. The employee must be able to walk distances the equivalent of giving a tour of the facility to potential patrons. The employee must be able to administer

CPR & AED (automated external defibrillator)

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **WORK ENVIRONMENT**

Work is performed in a lobby area, or other environmentally controlled room; and work occasionally exposes incumbent to angry or otherwise upset individuals. The noise level in the work environment is quiet to moderate.

#### **EDUCATION AND EXPERIENCE**

High school diploma or general education degree (GED), with courses in general office procedures and computer entry preferred, or equivalent combination of experience and training which provides the knowledge, talent, and abilities desired. Skill in operating an on-line computer terminal, printer, fax machine, copy machine, calculator, and other office equipment are necessary.

Selected applicants may be subject to, and must pass a physical, drug test, and background check.

#### **MISCELLANEOUS**

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.