

# Front Desk Attendant—non-exempt Grade 31

City of Muskogee

Updated 08/2013



## CLASS TITLE: Front Desk Attendant (Part-Time)

### PURPOSE OF THE CLASSIFICATION:

Assists members and guests of the Muskogee Swim & Fitness Center with membership and facility related questions.

### ESSENTIAL TASKS:

- Operates telephone to answer, screen and forward calls and provides information as necessary and required.
- Receives phone calls and visitors and arranges meetings, appointments and schedules.
- Conducts tours of the facility.
- Utilizes knowledge of all facility programs, membership information and sales operations to effectively enroll and renew facility memberships and special programs and class participation.
- Handles customer needs, front desk point of sales and membership data entry.
- Receives, reports and deposits any daily receipts.
- Files all membership applications.
- Light cleaning of office and surrounding areas.
- Operates office equipment such as fax machines, copiers and phone systems and uses computer for spreadsheets, word processing, database management and other applications; learns to operate new office technologies as they are developed and implemented.
- Performs other work as necessary and or as assigned.
- Must report to work on a regular and timely basis.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position.

### REPORTING RELATIONSHIPS:

The Front Desk Attendant reports directly to the Recreation Facility Membership Coordinator.

The Front Desk Attendant does not have any direct reports or supervisory responsibilities.

### QUALIFICATIONS:

Training and Experience: High school diploma or equivalent and six (6) months of related experience. Preference will be given to those with college level training in Recreation, Health Promotion, Sports Management or other fitness related areas.

Knowledge, Abilities and Skills: Knowledge of facility membership software system which will be acquired during employment. Ability to deal with the public in a calm, professional and efficient manner; ability to answer calls and questions with a clear, well modulated and pleasant voice and to use good grammatical construction in choice of words. Skilled in the use of personal computers with familiarity of office practices and procedures, equipment and supplies.

Physical Requirements: The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job in compliance with the Americans with Disabilities Act (ADA) requirements. On a case-by-case basis, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hand to finger, handle or feel; reach with arms and hands. Occasionally required to climb or balance; stoop, kneel, crouch. Occasional lifting of up to fifty (50) pounds. Vision, speech and hearing sufficient to perform essential tasks. Punctuality and reasonable attendance is essential. Must submit to drug screening and fitness to work physical exam.

Licenses and Certificates: Possession of a valid Oklahoma Class D driver's license is required.

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**WORKING ENVIRONMENT:** Work is performed indoors in a fitness/aquatic facility. The employee is exposed to hot, wet and humid conditions. The noise level in the work environment is usually loud. Requires ability to work nights, weekends and holidays as scheduled.

**STARTING PAY:** \$9.51/hr.

**WORK HOURS:** Work schedule varies according to need and includes evenings, weekends and holidays and will be 29 hours or less per week. Requires ability to work nights, weekends and holidays.

**WORK LOCATION:** City of Muskogee Parks and Recreation Department, Recreation Division, Muskogee Swim and Fitness Center, 566 North 6<sup>th</sup> Street, Muskogee, Oklahoma.

**RESUMES MAY BE SUBMITTED BUT WE REQUIRE THAT OUR [EMPLOYMENT APPLICATION BE COMPLETED AND SUBMITTED ALSO.](#)** We can also fax, email or mail one to you or you can pick one up from the City of Muskogee Human Resources Department at 229 West Okmulgee Avenue (the three story red brick building (Muskogee Municipal Building) at the southeast corner of 3<sup>rd</sup> Street and Okmulgee Avenue). The Human Resources Department is located on the First Floor, Room 102. Applications can be returned to the same address or by mail: City of Muskogee, Human Resources Department, P. O. Box 1927, Muskogee, OK 74402-1927; by fax: 918-684-6223; or by email: [jkennedy@muskogeeonline.org](mailto:jkennedy@muskogeeonline.org). If you should have any questions, please call the Human Resources Department at 918-684-6221 or inquire in person at the address above or fax or email (above).

**DEADLINE FOR APPLICATIONS:** There is no deadline for applications for this position. It will be open until filled.

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