

RESERVATION AND REGISTRATION SUPPORT ASSISTANT

JOB DESCRIPTION

Classification Responsibilities: A Reservation and Registration Support Assistant is responsible for providing administrative program support and customer service in person, by phone, fax, mail, drop-box, and via internet to reserve sports fields, ramadas, pools, gym and other park facilities or equipment, and register citizens for special interest classes, sports, and other community services classes or program registration, and conduct point of sale transactions as requested. Reservations and registrations are accomplished through the use of specialized software that tracks availability and records financial data. In addition to making the reservations, the incumbents explain reservation/registration policies; collect fees for permits, classes, rentals, etc., which involves executing credit, debit, and cash transactions; maintain waiting lists, class cancellations, and transfers; and make related fee adjustments. Other clerical activities include filing registration and reservation forms; data entry using the reservation and registration software, issuing customer statements and invoices; mailings; processing of permits involving verification of age; selling pool passes, used softballs, program t-shirts and other products; researching customer payment history; generating daily reports; and balancing of cash drawer, daily receipts, and deposits. These positions also provide public information about events and department policies, receive complaints and direct citizens for response to issues, provide information on how to register using registration and reservation software, serve as receptionist as needed. Provides general up-keep of facility, displays, and reference materials, and perform related duties as required. Incumbents in this class may be rotated or transferred to other facilities and/or assignments based on department or seasonal needs.

Distinguishing Features: This class is distinguished from the Administrative Support Assistant I class by the specialized nature of the work that is specific to reserving department facilities or services, and registering customers for classes and programs. This class may be supervised by an Office Supervisor, Recreation Programmer, Recreation Specialist, Recreation Coordinator, or other administrative employee who may initially train, schedule, assign, and review work. This class is FLSA nonexempt. The part-time classification has been designated as a non-classified, non-merit system, at-will position.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED. Considerable (3 - 5 years) high-volume public contact with direct customer service experience or two years' experience using specialized reservations/registration or similar software, or call center experience.

Special Requirements. English/Spanish bilingual skills at an intermediate level (must pass intermediate bilingual test) (by assignment). Cardiopulmonary Resuscitation (CPR/AED) and First Aid certification within 30 days of hire (by assignment).

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Previous experience working in a fast-paced customer service position. Experience utilizing reservation/registrations software, knowledge of and/or experience working in public sector recreation service delivery. Experience and certifications related to specialized recreation or sport area such as tennis, swimming, youth and adult sports, inclusion and adaptive services (by assignment).

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Serves as the primary point of contact (by telephone, correspondence, or in person) for customers wanting to reserve community services facilities or equipment, and/or register for classes, programs, and events. Explains and interprets City ordinances, policies, and operating procedures relevant to recreation and community services, and reservation or registration practices. Communicates orally with the general public and other City employees to convey scheduling, reservation, and registration information, resolve complaints, and execute financial transactions. Prepares written documents with clearly organized thoughts and using the proper sentence construction, punctuation, and grammar in order to conduct customer surveys and respond to correspondence or other inquiries. Relays messages and gives information to Park Rangers and other field staff in person, via phone, email, and other applications to facilitate reservations. Handles multiple incoming phone lines and walk-in customers simultaneously.

Manual/Physical: Greets customers and performs customer service functions at various times of the day, night, weekends and holidays. Operates a variety of standard office equipment including as a personal computer (PC), ten-key calculator, phones, and fax to process registrations and reservations. Enters data into a computerized reservation and registration system; produces various reports; and conducts business by phone, PC, fax, printer/copier, and mobile devices. Performs cash handling duties, filing, copying, mail, and light custodial work. Uses light machinery such as blower, power washer, and floor scrubber (by assignment). Receives, counts, and sorts checks, currency, and change. Prepares boxes and/or bundles of forms, mail, or program flyers for distribution or mailing to customers. Opens, sorts, files, and distributes incoming mail, products, or other materials. Performs physical inventories of forms, stocks merchandise, and maintains promotional displays. Handles multiple incoming phone lines. Must meet scheduling and attendance requirements.

Mental: Coordinates work activities, program functions, irrigation schedules, equipment rentals, reservations and registrations with various contacts including other City departments, community and user groups. Checks records and documents for clerical and mathematical accuracy and completeness. Makes numerical and arithmetical computations including adding, subtracting, multiplication, and division. Accounts for all monies and receipts, with few, if any, overages or shortages in receipts and revenues. Conducts research and analyzes data to conduct customer surveys. Receives and follows instructions from a supervisor. Sorts and files various documents alphabetically, numerically, or by other classification. Comprehends and makes inferences from written management policies, procedures, and park ordinances to assist customers in the use of facilities, services, and equipment, and to ensure proper payments are received. Learns job-related material through on-the-job training, written or on-

line documentation, and/or in a classroom setting, including how to use the reservation/registration software, phone system, filing procedures, customer service principles, City policies, and various computer programs. Prioritizes own work assignments.

Knowledge and Abilities:

Knowledge of:

customer service practices;
modern office methods, practices, and equipment;
basic mathematic principles;
proper format for letters, memos, and other written correspondence;
departmental policies, procedures, and regulations;
recordkeeping practices;
PC and specialized software systems for work area;
effective techniques for using the telephone and public contact;
park and recreation services and programs; and
cash handling principles and procedures.

Ability to:

interact with customers, coworkers and the general public tactfully and courteously;
respond appropriately to public inquires, and present a positive public image;
explain requirements and policies, answer procedural questions, and resolve complaints;
remain calm and professional when dealing with challenging customers;
follow verbal and written instructions;
operate a PC using word processing and reservation/registration software applications;
answer phone calls;
clearly organize written communications;
carry out recurring assignments independently without specific instructions; and
establish and maintain effective working relationships with management, other City employees, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 8/16 to Add PTNOB Position

JM/st

CS3794.DOCX (Full-time) PAY GRADE: 38

CS3790 (Part-time) PAY GRADE: 38

CS3805 (Part-time, Non-Benefited) PAY GRADE: 38

EEO-A/S IND-8810

JOB FCTN-OFF SWORN-No

INCREMENTS 62-200