

CARMEL CLAY BOARD OF PARKS & RECREATION POSITION DESCRIPTION

APPLY: www.carmelclayparks.com/employment

POSITION TITLE:	MEMBER SERVICES ASSOCIATE
DIVISION:	MONON COMMUNITY CENTER
REPORTS TO:	MEMBERS SERVICES SUPERVISOR
FLSA STATUS:	NON-EXEMPT - \$9.00 - \$10.50

Organization Information

Carmel Clay Parks & Recreation (CCPR) holds the Gold Medal Award for Excellence in Park and Recreation Management by the American Academy for Park and Recreation Administration (AAPRA) in partnership with the National Recreation and Park Association (NRPA) for parks serving populations of 75,001 to 150,000. As an accredited agency, the department serves the recreation, fitness, and nature needs of the community, manages and develops existing spaces and resources and creates a sustainable future for parks and recreation programs through a financially viable and environmentally conscious parks system. CCPR manages and maintains more than 500 park acres and numerous recreation facilities, including the 146,000 SF Monon Community Center and The Waterpark. For more information, visit carmelclayparks.com.

Purpose of Position:

This part-time position is responsible for delivering exemplary customer service at the East, West, Fitness and Waterpark desks, including individual and group day pass sales, memberships, renewals, transfers, cancellations, and program registrations at the Monon Community Center and The Waterpark.

Essential Duties and Responsibilities:

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Responsible for pleasantly greeting MCC guests and directing guest to rooms, programs, and events.
- Responsible for cash and credit card transactions, providing accurate change to guests, and proper cash handling including opening, closing, and balancing of cash drawer.
- Assists MCC guests with individual and group day pass sales, memberships, renewals, transfers, cancellations, and program registrations according to department policies, procedures, and standards.
- Responsible for inputting and maintaining accurate guest accounts within recreation software.
- Uses excellent customer service skills to establish and maintain effective working relationships with other employees and all members of the general public.
- Provides timely and accurate information to fellow employees, facility users, program participants and the general public; conducts facility tours upon request.
- Responds to public inquiries, suggestions and complaints; researches and resolves issues in a professional manner; informs supervisor as necessary.
- Completes and submits appropriate paperwork, journals and reports in the required timeframe.
- Maintains a safe and clean work environment.
- Enforces CCPR rules and regulations with staff and CCPR guests.
- Ensures compliance with applicable codes, laws, rules, regulations, standards, policies and procedures; recommend or initiate actions necessary to correct deviations or violations.
- Reliable attendance and timeliness to scheduled shifts.
- Must adhere to CCPR dress code standards.
- Performs other related work as required.

Knowledge, Skills & Abilities Required to Perform Essential Job Function:

- Ability to work a varied retail schedule including days, evenings, weekends, and some holidays.
- Ability to assess people and varying situations, and act accordingly.

- Ability to positively adhere to and enforce Carmel Clay Parks & Recreation policy and procedures; implement emergency plans.
- Ability to positively promote the image of Carmel Clay Parks & Recreation.
- Ability to communicate effectively orally and in writing; ability to give and understand oral and written instructions.
- Ability to operate a personal computer utilizing recreation software applications as necessary to perform job functions.
- Performance of essential functions may require exposure to adverse environmental conditions, such as humidity, rain, and temperature extremes.

Qualifications Required to Perform Essential Job Functions:

- Must be 18 years or older.
- Two years previous cash handling experience preferred.
- One to two years customer service experience preferred.
- High school diploma or GED preferred.
- Must be First Aid and CPR certified within 60 days of employment.
- Or any equivalent combination of education, training and experience that provides the requisite knowledge, skills and abilities for this position.