

SNOHOMISH COUNTY JOB DESCRIPTION
PARKS RESERVATION/FACILITY SPECIALIST

Spec No. 3318

BASIC FUNCTION

Receives facility rental reservations; and swim lesson/program registrations; works with client to best accommodate their needs while clarifying facility/program amenities, availability and/or restrictions; processes payment and confirmation packet for customer. Manages reservation system updates. Coordinates Facility upkeep and records management. Manages front desk operations.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Processes reservations and payments for on-line reservation system for facilities that may be reserved; works with client to best meet needs explaining park services and facility amenities, policies, procedures and schedules; processes confirmation forms/packets, insurance, if applicable, and complete payment receipts for transmittal to customer; coordinates with field staff on special requests.
2. Processes registrations and payments for programs and events; works with client to best meet needs; processes confirmation forms/packets and completes payment receipts for transmittal to customer; coordinates with program staff on special requests.
3. Processes end of day settlement and verification process for reservation system, prepares bank deposits, delivers deposits to bank; processes refund requests and enforces refund/cancellation policy
4. Develops, maintains and updates computerized systems, application/confirmation forms and related processes, policies or instructional changes.
5. Manages front desk operations; answers telephone switchboard, retrieves voice mails for multiple phone lines, greets and assists public; updates line voice messages with current instructions and/or availability; trains and monitors performance of seasonal help on reservation system and front office operations and phone system.
6. Establishes policy and controls to maintain on-site resource library, records room and off-site storage files; collects on-going facility-related articles and records; organizes for accessible and secured current and future reference.
7. May participate in Program Team or Camping Team that develops, coordinates and implements programs or makes recommendations for facility improvements; may provide program participants list along with special notations/highlights (i.e., extended care, etc); creates program or facility staff field manuals.
8. Develops and maintains e-mail lists for distribution, responsible for seeing that lists are updated with most current data and are ready for distribution for certain facility projects or upcoming activities; develops and implements distribution schedule.

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STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

9. Develops and inputs data into database or document for customer or employee feedback forms, Failure-to-Pay notices, surveys and any other required data; updates surveys and forms as needed; formats and prints reports for management analysis and required reporting
10. Coordinates and provides feedback to janitorial services, stocking of supplies and initiating work orders to facilitate proper maintenance to deter premature depreciation of rental facilities.

STATEMENT OF OTHER DUTIES

11. May coordinate hiring of 12-day Fair seasonal workers, including job placement and orientation
12. Provides other Administrative, Accounting and Program/Marketing support as needed.

MINIMUM QUALIFICATIONS

Associate's degree in business, public relations, tourism, recreation or closely related field; AND two (2) years of experience in office operations and/or parks and recreation services, OR, any equivalent combination of training and/or experience which provides the required knowledge and abilities. Must pass job related tests.

PREFERRED QUALIFICATIONS

Experience working with computer-based reservation systems is preferred.
Marketing experience preferred.

KNOWLEDGE AND ABILITIES

Knowledge of:

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- computer-based reservation system operation, software and processes
- multi-line telephone systems
- customer service
- Snohomish County Parks policy and codes
- governmental accounting practices
- standard office practices and procedures
- rules of grammar, spelling, punctuation and word usage

Ability to:

- operate standard office equipment

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KNOWLEDGE AND ABILITIES (Continued)

- operate multi-line phone systems
- train others in the use of reservation system and office procedures
- work under pressure in an open public environment to accommodate requests by citizens/customers
- be comfortable working in an open and public environment
- communicate effectively both verbally and in writing
- establish and maintain effective working relationships with clients, departments, vendors and associates
- work under pressure and meet deadlines
- organize workload and prioritize tasks

SUPERVISION

The employee reports to and receives general direction from an administrative superior.

WORKING CONDITIONS

The work is performed in the usual office environment with three or more hours per day focusing on a computer screen. Employee will be required to work evenings and weekends as necessary.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: August 2004 as Parks Facility/Program Reservation Specialist
Revised and Re-titled: November 2006
Revised: December 2016, December 2017
EEO Category: 6 – Administrative Support
Pay Grade: 310 - Clerical Pay Plan
Workers Comp: 5306 Non-Hazardous