

# **SNOHOMISH COUNTY JOB DESCRIPTION**

## **TEMP- PARKS FRONT DESK ASSISTANT**

**Spec. No. 9156**

### **BASIC FUNCTION**

To provide effective, knowledgeable and skilled cash control and monitoring procedures in the process of collecting fees for Snohomish County Parks and Recreation programs with emphasis on pool admission, rentals, passes, swim lessons. Examples include: greeting customers and providing information to answer questions over the phone or in-person about county Parks and Recreation Programs and McCollum Pool programs and policies.

### **STATEMENT OF ESSENTIAL DUTIES**

1. Abide by and enforce the policies and procedures of the Snohomish Parks and Recreation Department and as set forth in the Aquatics Policy and Procedures Manual.
2. Provide excellent customer service.
3. Collect fees for County Parks and Recreation programs, not limited to: pool admissions, rentals and swim lessons, computing admission for patrons, make change and maintain till. May include till reconciliation and completing/transmitting deposit to bank.
4. Enter registrations into online registration system.
5. Answer questions on phone and in-person.
6. Maintain financial, staff time entry data, attendance and other records.
7. Complete all work-related paperwork in an accurate and timely fashion.
8. Attend mandatory in-service meetings.
9. Maintain Lost-n-Found procedure including sorting and care of claimed or found items.
10. Perform related duties as assigned such as: basic clerical tasks, answer telephone and take or route messages to appropriate staff.
11. May sort and route incoming mail and prepare outgoing mail, performs manual filing on a daily basis and maintains journals.
12. Assist with facility emergency first aid, CPR, crowd control and clean up.

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#### **STATEMENT OF ESSENTIAL DUTIES (continued)**

13. Monitor restroom and locker room facilities- performs minor office and facility cleaning and restocking of paper supplies. (Including the Spray Park).
14. Take chemical tests as assigned at the McCollum Pool and possibly the Spray Park.
15. May be assigned Front Desk duties at the Willis Tucker Administration Building.

#### **MINIMUM QUALIFICATIONS**

Min 18 years of age and high School Diploma or General Equivalency Diploma (G.E.D.).

Any equivalent combination of training and/or experience which provides the required knowledge and abilities. May be required to pass job related tests. Prefer six (6) months typing, cashier or related experience handling money.

#### **SPECIAL REQUIREMENTS**

Current certifications in First Aid, PDT, and CPR FPR/AED

Good communication skills for effective interaction with the public and coworkers using courtesy, tact and good judgment in a busy atmosphere, projecting tact and an attitude that projects a positive image for Snohomish County.

Must be available weekdays, evenings and weekends

Must be honest in all professional standards including money handling/reconciliation, timekeeping and salary information, and administrative work.

#### **KNOWLEDGE AND ABILITIES**

Knowledge of:

- rules of grammar, spelling, punctuating, and word usage
- standard office practices and procedures

Ability to:

- resolve conflicts whether personal or professional.
- work independently or as a team player, depending upon need.
- work well with children.
- work in all weather conditions.
- file, answer phone, enter/retrieve data.

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#### **KNOWLEDGE AND ABILITIES(continued)**

Ability to:

- understand and clearly explain department policies and procedures.
- cash register, 10-key adding machine, and computer programs such as Microsoft Word, Excel, Access, Power point, Outlook, etc.
- effectively operate internet web browsers and online registration programs.

#### **SUPERVISION**

Employees receive close supervision from the Recreation Supervisor or administrative supervisor as assigned. Specific instructions are given for most assignments. The work is reviewed for completeness and accuracy.

#### **WORKING CONDITIONS**

Be able to work indoors and outdoors in hot, humid, windy, rainy and chilly conditions. The cashier's workstation is located at a front desk in the reception area of the McCollum Pool [May be assigned to the front desk area in the Administration building as well]. Throughout the day there is a high level of patron traffic.

#### **PHYSICAL ABILITIES**

Hearing and speaking to exchange information, dexterity of hands and fingers to operate standard office machines and pool maintenance equipment, seeing to read and analyze chemical tests, sitting or standing for extended periods of time, kneeling or crouching and bending at the waist to conduct tests, lift patrons and or facility materials of 50 lbs. (With assistance if weight is greater.)

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

[EEO policy and ADA notice](#)

Established May 2008 as Temp – Parks Front Desk, Seasonal

Revised and retitled: October 2011

EEO Category: 6 – Administrative Support

Seasonal Temporary Help

Pay Grade: Minimum Wage Scale (\$9.00 - \$13.00)

Workers Comp: 5306 Non-Hazardous