

Revised 9/28/21

Town of North Branford
Parks, Recreation, and Senior Department
FRONT DESK STAFF JOB DESCRIPTION

General Purpose: Responsible for all front desk communications and customer service. Performs clerical duties such as filing, typing, and recording information, answering telephone, inventory, cashiering and more. Always maintains safety standards and practices. Follows and enforces town and department policies. Ensures quality customer service to all program participants.

Essential Duties & Responsibilities:

- Greet every visitor in-person and by telephone courteously and promptly.
- Responds politely to every patron inquiry and directs questions to appropriate supervisor if needed.
- Handles all transactions, registrations, and memberships through software system.
- Makes change as needed.
- Organizes the front desk office area and maintains a clean, professional appearance.
- Balances receipts, fills out transaction sheets at the end of each shift.
- Delivers messages to appropriate persons in a timely manner.
- Reports to work 15 minutes prior to their assigned shift.
- Participates and attends all staff meetings and in-service trainings.
- Other duties as assigned by management.

Qualifications:

- American Red Cross CPR & First Aid
- Experience with customer services and public relations
- Experience in typing and clerical responsibility
- Basic computer and math skills.

Immediate Supervisor: Recreation Supervisor and/or Director

Physical Demands: Physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this position, the incumbent is required to lift, walk, drive, sit, talk write in English. The employee must be capable of lifting and carrying up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee regularly works in outside weather conditions, which are often adverse, both in the cold and heat. The employee will be required to work in storm conditions, rain, snow, sleet, and other conditions that may be present in New England.

Selection Guidelines: Formal application, oral interviews, and reference checks.

The duties listed above are intended as illustrations of various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or logical assignments to the position.

The job description does not constitute an employment agreement between the employer and employee.

Approval: _____ **Revision History:**
Town Manager

Date of Town Council Approval: **Effective Date:**