RESERVATIONS OFFICE RECREATIONAL AIDE – PART TIME

Reports to: Reservations Coordinator   Department: Recreation & Tourism
Position Control No.: 01-672   ☐ Exempt ☒ Non-Exempt
     ☐ Full Time ☒ Part-Time ☐ Seasonal
Department Head Approval: _____ Date: _11/18/15_

JOB SUMMARY:

Processes reservations and rental contracts for the City's public facilities to include but not limited to the Doyle Convention Center, Nessler Center, Carver Center, Showboat Pavilion, Sanders Center, Carver Center, Shelters and Picnic Pavilions. The position works in the front office and handles all of the department's incoming calls and interacts with customers. This position reports to the Reservations Coordinator.

ESSENTIAL JOB FUNCTIONS:

1. Processes reservations and rental contracts to include having thorough knowledge of all City facilities available for rent and the City's policies and procedures for renting the facilities.
2. High-volume computer work in required. Understand and successfully operate software for rental reservations, email, Excel and Microphone Word. Operate AV equipment associated with rental reservations.
3. Maintain an effective line of communication between all staff, communicate between all staff, and communicate with other staff to pass on shift procedures that need to be completed.
4. Prepare correspondence, keep records and make written and verbal reports; maintain sufficient supplies and inventory.
5. Excellent customer service skills are essential to daily operations.
6. Accept and handle monies for Recreation and Tourism rental contracts, programs, registrations, and activities following proper cash handling procedures. Make daily deposits in accordance with cash handling procedures.
7. Runs AV equipment for events in the facilities.
8. Coordinate with Texas City Police Department in providing security for events when required.
9. Assist in preparation of invoices, refunds and payment requests for the department.
10. Answer telephones and effectively take messages. Route incoming calls, messages, faxes and information to appropriate department personnel.
11. Ability to identify and resolve problems in a timely manner; Develop alternative solutions; Uses reason even when dealing with emotional topics.
12. Responds promptly to customer needs; Responds to requests for service and assistance.
13. Be prepared to work weekends, holidays and/or evenings for special events/programs. Assume responsibility for helping plan, coordinate decorate and run these special programs and events.

14. Work indoors and outdoors in extreme temperatures including heat, cold, temperature swings, and inclement weather during special city functions and events. Be ready to do other duties as assigned.

QUALIFICATIONS:
1. High school diploma or GED.
2. Valid Texas driver license with an acceptable driving record.
3. Considerable knowledge and experience in MS Office Software & Internet
4. Ability to work well with others and good with customer service

PHYSICAL REQUIREMENTS:
The physical demands described here are representative of those that must be met by an 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 duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit, stand, walk, reach with arms, use hands to finger, handle or feel, stoop, kneel, crouch and crawl. The employees must frequently lift and/ or move up to 10 pounds and occasionally lift and/ or move up to 25 pounds.

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel classified.

APPLICANT: Are you cable of performing in a reasonable manner the activities involved in the job or application for which you have applied? **Yes/No** _____

_____   _____
              Signature   Date