

CITY OF CHELAN JOB DESCRIPTION

TITLE: OFFICE WORKER - R.V. PARK REGISTRATION BOOTH

DEPARTMENT: Parks and Recreation

REPORTS TO: Recreation and Facilities Supervisors

SUPERVISES: None

WAGES: \$12.00 - \$13.75

DATE ADOPTED/REVISED: 2018 **SALARY GRADE PT:** 2018 Budget

POSITION PURPOSE

The RV registration office is the “hub” of the parks department during the busy summer months providing services and information for our patrons and guests. This position requires exceptional customer service skills and carries out the daily duties of office worker/reservationist by providing excellent service for the purpose of promoting return business.

ESSENTIAL JOB FUNCTIONS

- Greeting the public using positive public relations and image to the City’s benefit
- Complete RV Park and marina reservations, changes, and cancellations using a computer and reservation software program
- Collection and receipting of all park fees
- Explain, enforce and check for compliance of RV Park policies and regulations

EXAMPLES OF DUTIES AND RESPONSIBILITIES

- Use exceptional customer service to greet RV park patrons and the public and provide information about Chelan and the Lake Chelan Valley
- Take reservations, changes and cancellations for the RV park and marina and youth sports registrations via phone or in person using a computer reservation system
- Responsible for the opening and closing of the RV registration booth as scheduled
- Collect and receipt all park fees
- Complete daily reconciliations of all transactions
- Answering the phone in a polite and professional manner
- Check-in/check-out of RV park and marina patrons
- Responsible for documenting all complaints, incidents and accidents
- Responsible for taking detailed messages making sure they are delivered in a timely manner
- Responsible for making an RV site check to insure correct site occupancy
- Daily cleaning of the registration booth inside and out
- Perform other duties as assigned

WORKING CONDITIONS

- Work is primarily performed in an office environment and may have some exposure to all types of weather conditions
- Employee is subject to shift work and working weekends and holidays

PHYSICAL JOB REQUIREMENTS

- This position requires the ability to understand and speak English and carry out verbal instructions
- Must be able to operate a computer
- Must be able to lift 20 lbs.
- Must be able to operate utility vehicle in a safe manner
- Must be able to maintain situational awareness of their surroundings at all times

KNOWLEDGE, ABILITIES, and SKILLS FOR SUCCESS

- Ability to multi-task
- Provide exceptional front-line customer service by promoting positive image and working with the public in a positive manner
- Ability to work and communicate as part of a team, as well as individually staying on task without constant supervision
- Knowledge of RV park and marina policies and regulations and the ability to enforce these policies and regulations in a professional manner
- Ability to operate a phone in a polite, clear, and understandable manner
- Ability to accurately handle money transactions including credit cards and cash
- Ability to operate office equipment such as computer, adding machine, copier

QUALIFICATIONS REQUIRED

- Valid Washington State Driver's License with driving record free from serious or frequent violations
- CPR and First Aid Certificates preferred

The statements contained herein reflect general details, as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as needed, including work in other functional areas to cover absences or relief, to equalize peak work periods, or to otherwise balance the workload.