



GEAUGA PARK DISTRICT
Position Description

POSITION TITLE: VISITOR SERVICES REPRESENTATIVE

Name:

Division/Department: Administration

Supervisor: Administration Services Manager

FLSA Status: Non-Exempt

Employment Status: Part-Time
At-Will Employment

SUMMARY:

Under the supervision of the Administrative Services Manager, this position will perform responsible reception and clerical duties relating to the operation of the Park District.

POSITION REQUIREMENTS:

This position minimally requires the following:

EDUCATION AND/OR EXPERIENCE:

Training in office practice and office equipment use. Experience in office or public contact work.

CERTIFICATES OR LICENSES:

Must possess a valid Ohio Driver's License and a good driving record.

REQUIRED TRAINING:

All Geauga County Park District employees may be required to complete and maintain all general training. These may include, but are not limited to, emergency communication, hazardous materials, personal protective equipment, sexual harassment, violence in the workplace and fire prevention.

OTHER:

Must be able to work irregular schedules. Employee to work four 6-hour days from 10:00 to 4:30 or 8:00 a.m. to 2:30 p.m. at either the Meyer Center or West Woods Nature Center (24-hours per 40 hour work week, 48-hours per 80-hour pay period) with occasional extra hours when needed. Must be available to work rotating holidays and weekends hours.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Maintains responsibility for providing excellent customer service to park visitors, volunteers, vendors and staff.
- Performs a variety of general reception and clerical duties to support specific to assigned location, which may include, but is not limited to, processing mailings, maintaining calendars, stocking brochures, copying, scanning, filing, preparing letters, reports, collate and assembling of document, sort and distribute mail, balancing of facility cash registers (Treetops Store and MC cash register) geocache permits and specialized tasks that will cross department lines.
- Provides park information to Patrons regarding programs and facility rental; Process program registrations, facility rentals and campsite rentals.
- Schedules Volunteer needs for TWW front desk, and MC front desk.
- Generally conveys the overall Park District Mission through telephone conversations and in-person contact with the public.
- Provides assistance, if required, with Controlled Hunting, Special Use Permits.
- Other duties as assigned

SUPERVISORY RESPONSIBILITIES:

This position has no supervisory responsibilities. May provide guidance to volunteers.

QUALIFICATION REQUIREMENTS:

To perform this job, the employee must be able to perform each essential duty satisfactorily and the requirements and duties listed are representative of the knowledge, skill and ability required. Reasonable accommodations may be made for individuals with disabilities.

COMPUTER EXPERTISE REQUIRED / EQUIPMENT OPERATED:

The following are examples only of equipment and software routinely used and are not intended to be all inclusive:

COMPUTER SOFTWARE:

Computer, printer, duplicating machine, fax machine, telephone, and other general office equipment.

ADDITIONAL INFORMATION:

KNOWLEDGE:

- Knowledge of the Park District's mission and philosophy.
- Knowledge of office practices and office technology.

SKILLS:

- Skilled in basic math.
- Expertise in spelling, grammar, proofing and editing.
- Skilled in data entry, filing, and record keeping.
- Skilled in basic inventory control.
- Skilled in collating and assembling various documents and correspondence.

ABILITIES:

- Ability to communicate, orally and in writing.
- Ability to prepare routine letters, memos, reports, forms, program flyers and other Geauga Park District documents.
- Ability to work effectively and cooperatively with the public and staff with tact, courtesy, confidentiality and diplomacy.
- Ability to follow oral and written directions.

PHYSICAL DEMANDS:

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.

In order to perform required physical duties of working at a computer to input data and produce printouts; answer the phone; type; write/post to printouts and forms; use calculator; file; retrieve items stored on shelves; retrieve mail from mail box; carry, move or lift storage boxes, office supplies and supplies; work with detailed documents and printed forms, the employee must be able to stand, walk, sit, talk or hear, use hands to finger, handle or feel, climb or balance, stoop, kneel, crouch or crawl and reach with hands and arms; may occasionally be required to lift up to 25 pounds; and is required to be able to use close vision and adjust visual focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals to perform the essential functions.

This employee normally works in an office environment.

POTENTIAL HAZARDS:

The employee may be exposed to chemicals routinely found in office environments, such as copier toner and correction fluid.

GENERAL EXPECTATIONS:

The employee must have a commitment and sensitivity to the needs of the Park District and its constituents, as well as possess and demonstrate an appreciation of Park District philosophy and objectives.

The employee is responsible to maintain confidentiality; follow chain of command; to work cooperatively and effectively with members of the public, other employees, related public agency staff, community businesses and service providers; to produce accurate and timely record keeping and reports as required by the position; may be responsible to drive motor vehicles with a valid Ohio Driver’s License as required by the position; and may be required to travel, within and/or beyond the county. Responsible to attend meetings, inservices and training programs related to the position held. Responsible to obtain and/or maintain valid certification, licensure or registrations as required by the position to maintain employment. Demonstrates regular and predictable attendance.

AT-WILL EMPLOYMENT:

Geauga Park District (GPD) is an “at-will” employer. This means that GPD may terminate Employee’s employment at any time, with or without cause, and that Employee may terminate Employee’s employment at any time, with or without cause. GPD makes no promise that Employee’s employment will continue for a set period of time, nor is there any promise that it will be terminated only under particular circumstances. No raise or bonus, if any, shall alter Employee’s status as an “at-will” employee or create any implied contract of employment. Discussion of possible or potential benefits in future years is not an expression or implied promise of continued employment.

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This position description in no manner states or implies that these are the only duties and responsibilities to be performed. My signature below signifies that I have reviewed my position description and that I am aware of the contents and requirements of my position.

Employee’s Signature: _____

Date: _____

Supervisor’s Signature: _____

Date: _____

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AND SERVICE PROVIDER***