

Fraser Valley Metropolitan Recreation District
P.O. Box 3348
Winter Park, CO. 80482
970-726-8968



POSITION TITLE: Front Desk Attendant
CLASS: Part-Time
PAY TYPE: Non-Exempt
PAY RANGE: \$10.00 - \$16.00
REPORTS TO: Guest Services Supervisor

GENERAL STATEMENT OF DUTIES: Front desk attendants have the responsibility to oversee the daily functions related to interacting with members and visitors on a daily basis. Attendants must have the ability to welcome members and guests with a friendly and helpful attitude. Strong attention to detail is a necessity while being able to execute set policies and guidelines and be able to communicate effectively and exercise good judgment when necessary. All staff must enjoy working with people, exhibit a professional demeanor and display patience when dealing with challenging situations.

ESSENTIAL JOB FUNCTIONS: Guest Services / Customer Service

KNOWLEDGE, ABILITIES AND SKILLS:

- Strong customer service and inter-personal skills.
- Ability to read and interpret written documents and manuals.
- Ability to communicate clearly and concisely, both orally and in writing.
- Strong computer skills required.
- Ability to establish and maintain an effective working relationship with the general public, board members, staff, officials, instructors, parents, suppliers and vendors.
- Knowledge of safety policies, procedures, and practices.
- Demonstrate customer service/public relations skills including the ability to resolve/diffuse customer and parent issues and complaints.
- Criminal background check authorization.
- Ability to work evenings, weekends and holidays as necessary.

EDUCATION, TRAINING AND EXPERIENCE:

- Enrolled in high school, high school diploma or G.E.D. equivalent.
- Must possess, or be able to obtain, CRP, First-Aid, AED certifications.