

MUNICIPALITY OF GROVEPORT

An Equal Opportunity Employer

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POSITION DESCRIPTION

Employee Name:		Position Title:	Clerk
Class Number:	11112	Class Title:	Clerk
Dept./Div.:	Recreation	Employment Status:	Full-time
Reports to:	Customer Service Manager	FLSA Status; Pay:	Nonexempt
Normal Hours:	Varies	EEO Status:	06 – Administrative Support
DOT (closest applicable number):			

PURPOSE:

Provide customer service at the Groveport Recreation Center & Groveport Aquatics Center by processing a number of varying transactions, including, but not limited to, memberships/passes, daily visits, program registrations, facility rentals, birthday party packages, point-of-sales, etc.

QUALIFICATIONS: An example of acceptable qualifications:

Completion of secondary education or equivalent; prefer one (1) year relevant work experience; or any equivalent combination of education, experience, and training which provides the required knowledge, skills, and abilities.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Must possess ability to obtain First Aid/CPR certification no later than first available training session after hire; must possess a valid Ohio driver's license and maintain insurability under the Municipality's vehicle insurance policy.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive:

Personal computer, computer software (e.g., Rec-Trac, Microsoft Office, Publisher), security system, printer, copy machine, fax machine, laminator, digital camera, and other standard business office equipment.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee has exposure to chemical compounds found in an office environment (e.g., toner, correction fluid, etc.); occasionally works in or around crowds; has contact with potentially violent or emotionally distraught persons; works rotating shifts; occasionally lifts objects 40 lbs or less; occasionally pushes objects 40 lbs or less.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work.

JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES in order of importance

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

90% (1) Processes daily visits, membership/pass transactions, program registrations, point-of-sale transactions, facility rentals, birthday party packages, resident identification cards, etc.; answers phone; greets patrons; provides outstanding customer service; works at front desk alongside assigned part-time staff; organizes front desk work spaces; assists part-time staff with their duties.

Developed by:

Date Adopted:

Clemans, Nelson & Associates, Inc.

Date Revised:

Dublin, Ohio 43016

{7/12/2011 PDGRPCI 00092102.DOC}

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- 5% (2) Assists in the training of part-time staff, maintenance of recreation management software, preparation of membership renewal notifications and resolution of customer issues; recommends policy & procedure changes; evaluates processes.
- 5% (3) May perform duties of his/her supervisor in their absence.
- (4) May work early morning, evenings, weekends and holidays, as needed.
- (5) Maintains required licensures and certifications.
- (6) Meets all job safety requirements and applicable OSHA safety standards that pertain to essential functions.
- (7) Enforces policies and rules governing the conduct of persons using the facilities; warns users of existing safety hazards.
- (8) Makes minor equipment repairs & clean.
- (9) Demonstrates regular and predictable attendance.

OTHER DUTIES AND RESPONSIBILITIES:

- (10) Performs other related duties as assigned.

MINIMUM ACCEPTABLE CHARACTERISTICS: (*indicates developed after employment)

Knowledge of: customer service; bookkeeping; *municipal goals and objectives; *municipal policies and procedures; *government structure & process; *workplace safety practices & procedures; *emergency medical care procedures; *first aid & CPR practice; public relations; *community resources & services; *promotion & marketing; *office practices & procedures; English grammar & spelling; *local geographical area; *records management; *employee training; *two-way radio operations; *contracts; *security; *personnel rules; *facility rules & regulations.

Skill in: data entry; computer operations; use of modern office equipment; customer services; verbal communication.

Ability to: interpret a variety of instructions in written, oral, picture, or schedule form; recognize unusual or threatening conditions and take appropriate action; apply management principles to solve agency problems;

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define problems, collect data, establish facts, and draw valid conclusions; exercise independent judgment and discretion; understand, interpret, and apply laws, rules, or regulations to specific situations; add, subtract, multiply, and divide whole numbers; complete routine forms; prepare routine correspondence; prepare accurate documentation; respond to routine inquiries from public and/or officials; communicate effectively; train or instruct others; understand a variety of written and/or verbal communications; maintain records according to established procedures; work alone on most tasks; cooperate with co-workers on group projects; answer telephone inquiries; handle sensitive inquiries; develop and maintain effective working relationships; resolve complaints; work in both indoor and outdoor environments and being exposed to varying and extreme weather conditions; provide outstanding customer service; respond to emergency situations; carry out instructions; work under stressful conditions; travel to and gain access to work site; work all types of hours.

POSITIONS DIRECTLY SUPERVISED:

(Signature of Municipality Representative)

(Date)

(Signature of Employee)

(Date)

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