



City of Klamath Falls

Position Description

Position: Cashier/Receptionist	Group: Non-represented/Part-time or Temporary-Seasonal
Department/Division: Public Works/Parks-Pool	FLSA: Non-Exempt
Evaluated by: Pool Manager	Starting Hourly Rate of Pay: Oregon Minimum Wage

Summary

An employee in this position works under the immediate supervision of the Pool Manger and/or Pool Supervisor (may receive directives from the Lead Lifeguard on duty). This position is the front line of customer service at the pool. The candidate will operate the computer, cash register, take registration for membership and classes, answer multi-line telephone, enforce admittance rules, prepare daily deposits, clean the work area and facility as required, and perform other duties as assigned. Position is subject to varied schedules including early mornings, nights, weekends, and holidays. The Cashier/Receptionist is a non-supervisory position.

Essential Duties and Responsibilities

- Maintains certifications required for the position.
- Greet, check-in, and answer patron questions.
- Acts as a visible customer service agent by greeting visitors and co-workers in person, over the phone, and via email daily.
- Process memberships, registrations, cancellations, and merchandise sales.
- Answer incoming phone calls, check voicemail, and return messages.
- Maintain an accurate cash drawer; ensure starter fund, maintain accurate processing, provide close out report, and prepare daily deposit.
- Maintain/monitor the cashier booth, pool entrance, staff office, supply closet and merchandise.
- Implement daily operations and programming.
- Knowledgeable of facility schedule, programs, and special events and able to convey information to patrons.
- Knowledgeable of facility software functions and implement close monitoring of patrons memberships and accounts.
- Participates in required monthly training sessions, including safety drills and other emergency procedures.

- Daily cleaning of the grounds, locker rooms, and deck area.
- Responds to questions and customer complaints, referring difficult situations to higher level authority as needed.
- Demonstrate professionalism at all times – especially in punctuality, responsibility, respectful communication, and customer service.
- Create a safe, professional, and positive environment through enforcement of policies, rules, and regulations governing the conduct of staff and patrons using the pool.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

Basic cash handling skills. Knowledge and skills to operate basic office equipment and software such as computer, cash register, credit card machine, calculator, printer, multi-line phone, email, and Microsoft Office Suite. Knowledge of basic pool facility safety rules and regulations; facility emergency action plan and procedures. Basic math, spelling, and English grammar. Demonstrating authority within policy; dealing with large groups of people in stressful situations; remaining professional, respectful, and helpful at all times.

▪ Abilities

Communicate effectively both orally and in writing. Work independently. Identify and prevent workplace hazards; operate recreation software; perform basic clerical skills; maintain appropriate appearance at all times; multi-task; manage conflict. Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals; compute rate, ratio and percent; read and comprehend instructions, correspondence, and memos including safety rules, policy and procedure manuals; write simple correspondence; effectively present information one-on-one or in small group situations to other employees or the organization; apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; deal with problems involving several concrete variables in standardized situations; maintain professionalism at all times.

▪ Physical Abilities

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. Incumbent must be able to work in the outdoors and in an office environment. While performing the duties of this job, the employee must be able to sit, stand, and walk. Requires use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee frequently is required to climb or balance. Requires sufficient hand-eye-arm coordination to use a keyboard and basic metering tools. Requires auditory ability to carry on conversations over the phone and in person. Requires visual acuity to include close and distance vision and the ability to adjust focus. The employee must regularly lift and/or move up to 50 pounds on land.

▪ Education and Experience

Required:

- Applicants must be 16 years of age or older
- Applicants under 18 years of age must be enrolled in an accredited high school curriculum.
- Applicants over 18 years of age are required to provide a high school diploma or general education degree (GED).

Preferred:

1-2 years of progressive experience working with the public, with demonstrated skills in customer relations and money handling. Experience as a cashier; experience with multi-line phones; training or experience on computer systems to efficiently enter data from a source document.

▪ License and Certifications

Required: CPR/AED & First Aid Certification with American Red Cross or a company equivalent

Working Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee mainly works in a non-temperature regulated, covered section at an outdoor swimming pool exposed to weather conditions, variable temperatures, exposed to fumes or airborne particles and toxic or caustic chemicals. The employee is exposed to wet and/or humid conditions, extreme heat, risk of electrical shock, and vibration. The noise level in the work environment ranges from quiet to loud. An employee in this position must withstand exposure to variable weather conditions.

Pre-Employment

Job offers for this position are contingent upon the individual passing a preemployment drug screen, and background checks for Cashiers 18 years of age and older.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.