



**MONTGOMERY TOWNSHIP
BOARD OF SUPERVISORS**

1001 STUMP ROAD

MONTGOMERYVILLE, PA 18936-9605

Telephone: 215-393-6900 • Fax: 215-855-6656

www.montgomerytwp.org

TITLE: FRONT DESK ATTENDANT

STATUS: Temporary, Part-time, Non-exempt

HOW TO APPLY: [Click here](#) to download and complete an employment application. Return application with resume (if available) to: Montgomery Township, Human Resources, 1001 Stump Road, Montgomeryville, PA 18936 or email to stucker@montgomerytwp.org.

GENERAL DESCRIPTION (this is not an all-inclusive job description and additional essential function and job standards may apply):

Performs customer service duties at the front desk of the Montgomery Township Community and Recreation Center (CRC), including monitoring of customer access to facility, issuing equipment and providing membership and program information.

SUPERVISION RECEIVED:

Under the supervision of the Director of Community and Recreation Center.

SUPERVISION EXERCISED:

None.

ESSENTIAL JOB FUNCTIONS:

Provides exceptional customer service to the public and other employees in a courteous, professional and timely manner, including answering phone calls, addressing questions or guiding the entrant to appropriate staff as necessary. May make public address announcements.

Monitors access to the CRC by greeting all entrants and checking in members or guests.

Issues equipment to be used by participants and keeps track of the inventory of equipment. Upon return of the equipment, check to insure it has not been damaged.

Handles cash collections, including membership payments, daily fees, program fees, selling of designated products, or rental of any applicable equipment or rooms.

Maintains a clean, safe and controlled environment; identify hazardous conditions and eliminate or minimize them.

Keeps area bulletin boards updated and neat.

Provides assistance with ordering of food and other supplies as needed for staff meetings and programs.

Assists with handling court activities, including lights, reservations and fees.

Observes and assists with enforcing all rules and regulations of the CRC, including members and non-members, residents and non-residents and walk-ins with use of facility and rules.

Occasionally gives facility tours as needed.

Completes records and reports as required.

Responds to and reports accidents and incidents.

Answers questions, discusses and promotes all Township programs and events.

Handles front desk aspect of opening or closing procedures as required.

Keeps supplies stocked at all times.

Keep towels washed, dried and folded.

Develops and maintain professional relationships with members by providing personal attention to all participants through a proactive approach.

Maintains cooperative working relationship with other employees, supervisors and managers.

Assist with events/programs as needed.

Attends relevant professional training to stay current regarding type of programs offered, as well as safety awareness (e.g., CPR, first aid).

JOB STANDARDS (Minimum qualifications needed to perform essential functions):

Knowledge of operation procedures of recreational facility or other comparable facility.

General knowledge and background of recreation/fitness programs.

General knowledge and experience in planning, prioritizing and organizing workload.

Ability to understand simple mathematical calculations, efficiently and accurately.

Communicate effectively, both orally and in writing.

Excellent customer service skills, including telephone and in-person.

Ability to concentrate and perform tasks when interrupted on a regular basis.

Ability to understand, follow, and explain standard policies and procedures in the organization.

Ability to self-motivate with little or no supervision.

Ability to receive detailed information through oral communication.

Ability to work holidays, weekends or other hours as necessary.

Knowledge of Microsoft Suite, specifically Word, Excel and Outlook, required. Knowledge of recreation software, preferred.

Ability to understand and knowledge of a multi-line telephone system and computer and other general office equipment.

Ability to establish and maintain effective and cooperative working relationships with the public and other employees.

Physical ability to perform the essential functions of the job, including hands-on physical work.

Walk, stand, sit, or hear, handle gym equipment, office implements and paperwork frequently; individual is required to use hands to operate objects, equipment, or controls as well as reach with hands and arms. Occasionally required to climb, stoop, kneel, bend, crouch or crawl.

Ability to lift up to 50 pounds.

The above are intended to describe the general nature and level of work being performed in this position; they are not intended to be an exhaustive list of all duties, responsibilities, and qualifications of this position. Position will perform related duties and responsibilities if work is similar to, related to, or appears to be a logical assignment.

JOB LOCATION (Place where work is performed):

Montgomery Township Community and Recreation Center.

EQUIPMENT:

Standard office equipment, such as computer, telephone, facsimile, copier, calculator, mail machine, cash drawer.

EDUCATION, EXPERIENCE AND TRAINING:

High school diploma or equivalent, required.

Successful results upon completion of pre-employment background checks, pre-employment physical, assessments or tests, as applicable, required.

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Certification in CPR and First Aid, required, or obtained within first month of hire.

Ability to communicate and perform well in an interview and demonstrate proven skills and abilities, required.

Microsoft Suite knowledge and experience, required. Recreation software program experience, preferred.

Experience in public sector environment, preferred.