



City of Calistoga Administrative Aide

Definition

Under supervision, this position provides assistance to aquatic facility visitors through daily operations of the front office and snack bar. Enforces all rules and regulations pertaining to the entrance, safety and well being of visitors at the facility. Daily duties will include customer service, cash handling, janitorial upkeep and reporting and computer registration.

Supervision Received and Exercised

Receives direct supervision from Recreation Coordinator and general supervision from the Recreation Services Manager.

Essential and Marginal Functions

The following duties are essential for this job classification:

- Maintaining accurate records and logs.
- Opening and closing of facilities.
- Presenting a professional appearance and attitude at all times and maintaining a high standard of customer service.
- Keeping professional appearance of the facility through janitorial duties, facility upkeep and maintenance
- Ability to calmly handle issues as they arise including but not limited to building malfunctions, medical emergencies and disgruntled renters and guests.
- Performing duties designated in the Emergency Action Plan and assisting when emergencies arise.
- Computer applications related to the work.
- Monitoring and tracking fees and payments.
- Maintaining and updating customer account information.
- Making sound independent judgements within specific guidelines and practices.
- Monitoring observance of laws, ordinances, rules, regulations and safety and health standards.
- Communication in person and on the phone to interact effectively with co-workers and managers and the general public sufficient to convey information and to receive work direction.
- Enforcing basic facility rules at entrance.
- Assisting daily in balancing of cash drawers and preparation of deposits.

- Performing miscellaneous job-related duties as assigned.

Qualifications

Knowledge and Ability to:

- Speak and read the English language.
- Speak Spanish is highly desirable.
- Rules and regulations of the facility.
- Computer application; MS Outlook, Word, Excel.
- A firm understanding of great customer service practices as well as the ability to handle stressful and intense situations.
- Carry out written and oral instructions as well as communicate effectively with co-workers and the public.
- To maintain positive working relationships with other employees and the general public.
- To work independently, prioritize and complete work assignments.
- Be attentive to details and ensure the security and safety of the facility.

Working Conditions

Work a flexible schedule, depending on program needs. Ability to lift, move, set-up and move equipment and supplies weighing up to 50 pounds and stand for a minimum of 30 minutes at one time.