

## Recreation Facility Attendant II

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### **DEFINITION**

The Recreation Facility Attendant II level is a supervisory class. In addition to the full range of supervisory responsibilities, employees at this level are expected to perform the primary functions of the Recreational Facility I class. This includes the provision of customer service, cash handling, clerical and attendant activities related to the business operation.

Employees in this class are expected to have thorough knowledge of all aspects of the business operation of the work unit and considerable knowledge of the programs and services offered by other community services facilities. Assignments would require incumbents to be able to explain and interpret facility, department and civic policy, procedures and administrative guidelines.

Employees in this class perform supervisory functions within community services facilities. The interpretation of policy and procedures including the development of work methods, procedures and administrative guidelines for the work unit add to the complexity of the associated clerical, cash handling and customer service responsibilities performed at this level.

Supervision is normally provided to Recreation Facility Attendant I's, however, this role can include the supervision of other employees and volunteers. The work performed is subject to review by a supervisor and is evaluated on the basis of accuracy and standards of performance and the effectiveness of supervisory control.

Work of the class is differentiated from that of a Recreation Facility Attendant I by the addition of the full range of supervisory responsibility to the duties performed at the RFA I level.

### **TYPICAL DUTIES\***

Supervisory responsibility at this level includes establishing:

- Work priorities and schedules

- Quality and quantity standards

- Work methods and procedures

- Interpretation of policies and procedures for implementation by other employees and ensuring that they are followed in accordance with approved goals and objectives.

Supervisory responsibility at this level also includes:

- Participation in human resources related activities including recruitment and selection

- Development and implementation of training and orientation sessions for other employees coaching, counselling and the provision of performance feedback including the completion of related documentation

- Completion of cash reviews for other employees including the verification of daily deposits and review of overage/underage reports of staff and lost and found log.

Maintains cash floats, register codes and prices, inventory of passes.

Processes payment for facility admissions, facility rentals, programs, passes, rental of equipment and sale of sundry items, issues refunds; prepares deposit reports and deposit funds in drop safe.

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**Recreation Facility Attendant II**

Provides general information and related customer service assistance for in-person, telephone, fax or e-mail inquiries regarding the hours of operation, fee schedules, programs and events, facility rentals, lost and found items and other general inquiries regarding community services facilities and programs provided.

Processes program registrations and facility rentals, data entry of information, preparation of confirmation documentation, deposits and billing advice forms.

Performs clerical work including word processing, data entry and processing of time records, statistical or incident reports, maintains and prepares class lists and reschedules classes in consultation with facility programming staff.

Perform facility attendant duties including locking and unlocking facility, arming and disarming security alarm systems, set up and take down of facility equipment, updating displays and signage, monitor and control of patron access to the facility, minor janitorial and maintenance activities as required by operational needs.

**KNOWLEDGE, ABILITIES AND SKILLS**

Knowledge of modern office practices, procedures and equipment.

Knowledge of computerized equipment, including personal computers and business software applications.

Knowledge and familiarity with point of sale and registration software.

Knowledge of civic cash handling practices, policies and procedures.

Knowledge of recreation facility practices, policies and procedures.

Knowledge of operational practices and procedures relative to security issues; ability to respond to emergent situations.

Ability to deal courteously and effectively with public, facility staff and volunteers.

Ability to plan and coordinate the work of other employees and volunteers.

Ability to monitor and evaluate the work of other employees and volunteers.

Ability to understand and execute oral and written instructions and information.

Ability to respond to emergency situations by performing first aid in accordance with certification level.

Skill to perform data entry, word processing and development of reports from data bases.

Skill to operate and correct minor operational problems with standard office equipment.

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**TRAINING AND EXPERIENCE REQUIREMENTS****Job Level**

Completion of the twelfth (12th) school grade with an emphasis on general office practices or completion of an appropriate certificate program from an approved school/college, supplemented by a minimum of one (1) year experience at a Recreation Facility Attendant I level or comparable equivalent to the RFA I kind and level of work.

Customer service training and familiarity with a variety of related computer software programs including point of sale, registration software and other facility related computerized equipment is required.

Possession of a current Standard First Aid and CPR certification required prior to commencement of employment.

*\* This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	0799		0800	
Last Updated:	2000-04			
Previous Updates:	1983-06			
Originated:	1982-04			