

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Visitor Services Specialist II

Department: Recreation, Parks, Historic and Cultural Affairs

Pay Range: \$13-\$15.50 / Hourly

Job Status: Part Time; Day, Evenings and/or weekends

JOB SUMMARY

This position is a customer service and staff support position. The purpose of this classification is to provide high-level customer service to our community while supporting functions of Department facilities and full time staff. Work involves opening/closing of facilities, communication via phone and email, general clerical work, developing and proofreading documents, assisting with room set-ups and takedowns and assisting with scheduled activities and programs. Employee should have extensive knowledge in specific software applications used in the Department/Division. Employee is also responsible for screening and independently handling a variety of inquiries by telephone, email and in person. Employee must exercise independent judgment, discretion, and initiative in completing assignments. Employee must also exercise considerable tact and courtesy in frequent contact with the general public.

ESSENTIAL JOB FUNCTIONS

- Greets and provides high level customer service to visitors, directs visitors to appropriate locations, records/relays messages and responds to requests for service/assistance.
- Performs customer service functions in person, via email or by telephone; provides detailed information or assistance regarding department/division services, activities, fees, or other issues; develops, receives and/or disseminates forms/documentation; responds to higher-level questions/complaints, and refers complaints/problems to appropriate personnel.
- Opens/Closes facilities, gyms, restrooms, storage rooms with the use of keys and/or door codes.
- Operates facility alarm systems in certain buildings for proper opening/closing of locations.
- Assists in the set up needed materials, equipment, and other items for programs/activities.
- Develops, completes, understands and interprets various schedules, calendars, attendance records, incident/accident reports and other documents.

- Serves as liaison between staff members, instructors/coaches, the public or other individuals or organizations for the distribution and receipt of routine information; conveys information to appropriate department personnel.
- Notifies participants of scheduled programs or updates/changes in programs.
- Ensures compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures; ensures adherence to established safety procedures; monitors environment for individuals safety; initiates any actions necessary to correct deviations or violations.
- Operates a telephone, general office equipment, or other equipment as necessary to complete essential functions, including e-mail, Internet, or other computer programs, software, and applications
- Communicates with supervisor, employees, volunteers, contractors, vendors, customers, the public, community organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.
- Provides extensive administrative support for staff; relieves management staff of routine administrative tasks; screens telephone calls, mail, and other communications and initiates appropriate action/response; keeps management informed of messages, documentation, or other information.
- Monitors inventory of department supplies and forms; ensures availability of adequate materials to conduct work activities.
- Maintains confidentiality of departmental documentation and issues.
- Proficient and Extensive knowledge in successfully using software programs including but not limited to registration and reservation systems, Microsoft Office, ticketing systems, camp and program databases
- Assists with facility calendar and room schedule
- Willingness to train and further develop skills as needed
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:

Three or more years of relatable work experience is required for this position. High School diploma is preferred with experience and/or education, which provides the necessary knowledge, skills, and abilities for this job.

Licenses or Certifications:

- Driver License preferred

Special Requirements:

- Knowledge in program registration and other software applications.

Knowledge, Skills and Abilities:

- Ability to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.

- Ability to read, review, prioritize, and analyze master schedules and other documents. Includes determining time management of when to complete needed tasks with multiple deadlines.
- Ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to exercise independent judgment to apply facts and principles to resolve problems.
- Ability to exercise judgment, decisiveness, and creativity in situations when needed.

PHYSICAL DEMANDS

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-35 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate colors or shades of colors, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed without exposure to adverse environmental conditions.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.