



CUSTOMER ASSISTANT (FACILITY)

372

DEPARTMENT: Community Services/Parks and Recreation

NATURE OF WORK:

Assists visitors to the James City/Williamsburg Community Center or the James River Community Center; monitors activities in gym, open recreation area, locker rooms and the teen lounge. Working hours include nights, weekends, holidays, after hours, and special events. Duties are performed under the guidance of a Senior Customer Assistant.

ESSENTIAL FUNCTIONS OF THE JOB:

Supervises the use of the gymnasium during assigned hours.

Sets up and dismantles equipment for activities.

Ensures that Center rules, safety standards, and sanitation requirements are followed.

Maintains checks and cleans the gymnasium and equipment.

Anticipates potential risks of injury, takes measures to remove them and responds to emergencies.

Monitors use of teen lounge, open recreation area and locker rooms with walk through of areas.

Performs routine maintenance as necessary, i.e., sweeps and mops lobby area and locker rooms; reports building maintenance requirements.

Assists in the implementation of emergency action plan at the facility.

Maintains updated CPR/AED and First Aid Training.

Attends ALL staff meetings.

Provides courteous service to all users.

Performs other duties as assigned.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed at the James City/Williamsburg Community Center or the James River Community Center. Requires considerable movement around the facility to monitor activities. Ability to set up gym equipment, such as tumble mats, volleyball standards, lower and lift basketball goals, operate gym divider, etc.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to communicate with the public and coworkers in an effective, professional, and courteous manner.

Ability to explain and enforce ALL policies and rules in an effective and courteous manner.

Ability to independently apply and carry out policies and procedures within assigned area of responsibility.

Ability to follow verbal and written instructions.

MINIMUM QUALIFICATIONS:

High school diploma or equivalent, and some work experience working in a recreational setting.

NECESSARY SPECIAL QUALIFICATIONS:

Must possess and maintain a current CPR/AED and First Aid Certification.

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IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Customer Assistant
 Department: Community Services

Position Number: 372
 Division: Parks and Facilities

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

I. *Mental Abilities:* General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- Ability to understand and follow oral instruction
- Ability to understand and follow written instruction
- Ability to guide and/or give instructions
- Ability to make decisions in accordance with established procedures and policies
- Not essential to job function

II. *Verbal Abilities:* Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

1. Speaking/Talking:

- Answering telephone, radio, or switchboard
- Communicating with County officials
- Communicating with general public
- Communicating with vendors
- Communicating with supervisors and/or with other employees
- Communicating with others _____

Not essential to job function

2. Hearing/Listening:

- For communication with County officials, public, vendors, supervisors and/or other employees
- Not essential to job function

3. Reading: (ability to read and understand text)

- Essential to job function
- Not essential to job function

III. Numerical: Ability to perform arithmetic operations quickly and accurately.

- Ability to mentally perform accurate two digit calculations
- Ability to perform accurate calculations aided by a calculator, adding machine or measurement device

IV. Spatial Abilities: Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- Essential function
- Not essential function

V. Motor Coordination: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

1. Manual Dexterity: Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- | | |
|--------------------------------------------------------|----------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Use telephone | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input checked="" type="checkbox"/> Use switchboard | <input type="checkbox"/> Use postage machine |
| <input type="checkbox"/> Use radio/console | <input type="checkbox"/> Use hand tools |
| <input checked="" type="checkbox"/> Use a calculator | <input type="checkbox"/> Use power tools |
| <input checked="" type="checkbox"/> Use a copy machine | <input type="checkbox"/> Other: |
| <input checked="" type="checkbox"/> Use a fax machine | <input type="checkbox"/> Not essential to job function |

2. Finger Dexterity: Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- Essential to job function
- Not essential to job function

Explain:

VI. Physical Demands:

1. Strength: The quality, state or property of being strong. The power to withstand strain, force or stress.

Please check (✓) in appropriate boxes below.

Ability to manipulate materials and/or equipment (lbs)						Frequency of Manipulation			
	5-	5-10	10-15	15-25	25-50	50+	Occasionally	Frequently	Continuously
Lift					✓		✓		
Push/Pull					✓		✓		
Hold/Carry					✓		✓		

Manipulation done from: ground to waist waist level waist to shoulder above shoulder
(Check all that apply)

Not essential to job function: Lift Push/Pull Hold/Carry (Check all that apply)

2. Climbing: To move up or mount by using the hands or feet.

Ladders

Stairways

Steps

- | | | |
|--------------------------------------------------------|--------------------------------------------------------|--------------------------------------------------------|
| <input type="checkbox"/> Step stool | <input type="checkbox"/> 1 flight | <input type="checkbox"/> 1-2 |
| <input type="checkbox"/> 8' to 10' step ladder | <input checked="" type="checkbox"/> 2 flights | <input type="checkbox"/> 2-3 |
| <input type="checkbox"/> Extension ladder | <input type="checkbox"/> 3 or more flights | <input type="checkbox"/> 3-4 |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ | <input checked="" type="checkbox"/> Other <u>20</u> |
| <input type="checkbox"/> Not essential to job function | <input type="checkbox"/> Not essential to job function | <input type="checkbox"/> Not essential to job function |

3. Ability to Stand, Sit, Walk, and Run:

Please check (✓) in appropriate boxes below.

	Duration (hours/day)						Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9+			
Stand			✓				✓		
Sit					✓			✓	✓
Walk	✓								
Run	✓								

If walking or running, over what type of terrain? flat rough both

Not essential to job function: Stand Sit Walk Run (Check all that apply)

4. Stooping, Kneeling, Crouching, and /or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

Daily Amounts

- 0-5x 5-20x 20-50x 50+x
 Other _____ Not essential to job function

5. Reaching, Handling, Fingering, and/or Feeling:

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

Daily Amounts

- 0-5x 5-20x 20-50x 50+x
 Other _____ Not essential to job function

6. Seeing: To perceive or comprehend by the sense of sight.

- Essential to job function: These characteristics are necessary (Check all that apply)
 Peripheral vision
 Night vision
 Focus (distinctness or clarity)
 Color perception (discriminate between colors)
 Depth perception (determine distance relationship between objects)

VII. Driving: The ability to transfer or convey in a vehicle.

Transmission	Standard	Automatic	Multi-Gears
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other (list) _____			

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