



CUSTOMER ASSISTANT

372

Jamestown
1607

DEPARTMENT: Community Services/Parks and Recreation

NATURE OF WORK:

Assists visitors to the James City County/Williamsburg Recreation Center or the James River Community Center; provides information, collects fees, and monitors the orderly operation of the Center. Working hours include nights, weekends, and holidays. Duties are performed under the guidance of a Senior Customer Assistant.

ESSENTIAL FUNCTIONS OF THE JOB:

Assists Recreation Center customers:

- Greets patrons as they enter the facility; takes membership cards or issues visitor passes; collects user fees and resale items fees.
- Accepts registration for membership and daily access cards; ensures applications are properly completed, verifies residence status, takes picture for membership card, collects proper fee, issues receipts.
- Answers telephone; answers a variety of questions regarding programs and classes offered, Center operation, etc.; accepts reservations for racquetball, volleyball or basketball.

Takes registrations for classes and programs offered and for facility and field reservations; completes proper forms, collects fees, issues receipts; adds registrant to appropriate roster. Checks in class participants.

Opens and closes control desk operations including lights, computer, copier, register, materials, supplies, fiscal records.

Ensures that Center rules, safety standards, and sanitation requirements are followed. Assists in implementation of emergency action plan at the facility.

Maintains a variety of automated and manual records on Center usage; enters data into computer; prepares and submits automated and manual reports on attendance, temperature readings, accidents, court reservations, etc.

Keeps abreast of Center and Department programs, schedules, and policies and procedures.

Provides information relative to Center and Department facilities, programs, and services via telephone, Center tours, information packets, news releases, etc.

Opens and closes Recreation Center as necessary. Ensures that building is empty and secured when closing at night.

Closes out cash register, counts money, completes cash sheets, makes change bag for next shift, submits money collected and documentation to Treasurer's office.

Sets up meeting rooms as necessary; sets up tables and chairs, movie screens, audiovisual equipment, etc.

Assists in training of new staff.

Sets up required sports equipment as necessary.

Assists in the development and implementation of Center-based programs, birthday parties, nursery, and special events.

Supervises gymnasium activities and open gym.

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

Ensures adequate supplies are available at control desk; notifies Senior Customer Assistant when supplies are needed.

Maintains bulletin board with information for the public.

Practices continuous learning through individual study, classroom training, seminars, and conferences.

Performs work safely in accordance with Department safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to supervisor.

May be required to report to work to serve customers during emergency conditions. May be assigned to report at a different time and location and to perform different duties as necessary.

Performs related work as required.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed at the James City County/Williamsburg Recreation Center or the James River Community Center. Requires considerable movement around the facility to monitor activities. Operates standard office equipment to include telephone, computer keyboard, and copy machine. Also operates Picture ID camera.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of automated and manual record keeping.

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

Ability to explain and enforce operating policies and procedures in an effective and courteous manner.

Ability to operate cash register, general office equipment, word processing equipment, and microcomputers as required to accomplish the work assigned.

Ability to handle money and maintain related fiscal records.

Ability to maintain moderately complex records.

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

Ability to make mathematical computations with accuracy.

Ability to follow verbal and written instructions.

MINIMUM QUALIFICATIONS:

High school diploma or equivalent, and some work experience which shall have involved assisting the public, general record keeping and handling money; or any combination of training and experience which provides the required knowledge, skills, and abilities.

NECESSARY SPECIAL QUALIFICATIONS:

Must possess and maintain a current CPR certificate.

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IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Customer Assistant
Department: Community Services

Position Number: 372
Division: Parks and Recreation

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 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:

- Answer telephone, radio or switchboard
- Communicating with County officials
- Communicating with public
- Communicating with vendors
- Communicating with supervisors and/or with other employees
- Communicating with others _____
- Not essential to job functions

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 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 checked="" type="checkbox"/> Other: <u>Camera to make passes for patrons memberships</u> |
| <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.

- | <u>Ladders</u> | <u>Stairways</u> | <u>Steps</u> |
|-----------------------------------------------------------|--------------------------------------------------------|-----------------------------------------------------------|
| <input checked="" type="checkbox"/> Step stool | <input type="checkbox"/> 1 flight | <input type="checkbox"/> 1-2 |
| <input checked="" 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) _____			