



**ORGANIZATION:** City of Lincoln City  
**JOB TITLE:** Counter Clerk  
**FLSA STATUS:** Non-Exempt, Grade 4  
**UNION:** AFSCME  
**UPDATED:** August 2018

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**PURPOSE OF POSITION:** Perform a variety of office tasks in support of the operations of the City's Parks and Recreation Department. Present a positive, warm and helpful presence when greeting and responding to the needs of customers of the Community Center.

**ESSENTIAL JOB FUNCTIONS:**

Provide friendly and knowledgeable front desk presence at the Community Center. Use excellent customer service, good judgment and communication skills to answer telephone and greet visitors; respond to inquiries and provide information to the public regarding current and future activities, programs, and events in the Department or refer to appropriate staff. Take messages as appropriate and refer to others. Document inquiry sources.

Perform a variety of administrative duties to support Department activities such as selling passes, program registration, checking-in customers, preparing information for reports and processing mail.

Use Microsoft Word and Excel and other City programs and systems (e.g. Recware) to perform job duties. This includes using the City's e-mail system to engage in appropriate and professional communications internally and externally as needed to perform job duties.

Receive and receipt various payments from the public. Balance till at beginning and end of each shift. Adhere to current Community Center financial policy and procedures.

Present a professional appearance and attitude at all times. Represent the Recreation Center in a positive manner and maintain a high standard of customer service with community members and visitors of all ages. Examples of this include greeting the public in a warm manner and promptly and properly handling or referring all questions/requests.

Maintain professional, respectful, productive and cooperative working relationships with City staff other organizations and the general public.

Follow all safety rules and procedures for work areas. Correct and/or report unsafe conditions to appropriate personnel.

Other related duties as assigned.

**AUXILIARY JOB FUNCTIONS:** Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Occasionally when both the Community Center Director and Aquatic Supervisor are not onsite, responsible for oversight of Community Center and response in the event of unexpected emergency. Maintain work areas in a clean and orderly manner.

**THIS DESCRIPTION COVERS THE MOST SIGNIFICANT ESSENTIAL AND AUXILIARY DUTIES PERFORMED BY THE POSITION, BUT DOES NOT INCLUDE OTHER OCCASIONAL WORK, WHICH MAY BE SIMILAR, RELATED TO, OR A LOGICAL ASSIGNMENT FOR THE POSITION.**

**JOB QUALIFICATION REQUIREMENTS:**

**MANDATORY REQUIREMENTS:** Equivalent to high school education and one year experience in a retail or other customer-facing work environment, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties. Knowledge of office practices and procedures, word processing software, basic accounting, and record keeping methods. Demonstrated excellent communication, customer service, organization, attention to detail and multi-tasking skills.

**SPECIAL REQUIREMENTS/LICENSES:** None.

**DESIRABLE REQUIREMENTS:** Knowledge of specific word processing software utilized within the department, such as Recware. Familiarity with recreation and fitness activities and equipment. Bilingual (English/Spanish). Strong experience working with kids in a retail or other customer service environment.

**PHYSICAL DEMANDS OF POSITION:** While performing the duties of this position, the employee is frequently required to sit, stand, communicate, reach and manipulate objects, tools or controls. The position requires mobility. Duties involve moving materials weighing up to 15 pounds on a regular basis and may infrequently require moving materials weighing up to 40 pounds equipment such as computer keyboard, calculator, telephone and standard office equipment. May be required to work evenings and weekends.

**WORKING CONDITIONS:** Office conditions are consistent with a high traffic area with noise level higher than typical office environment with frequent interruptions and background noises.

**SUPERVISORY RESPONSIBILITIES:** Supervision is not a typical function assigned to this position. May provide training and orientation to newly assigned personnel on department policies and practices.

**SUPERVISION RECEIVED:** Works under the general supervision of the Recreation Supervisor.