

## RECREATION TECHNICIAN

**Department:** Cain Center  
**Pay Grade:** 11  
**FLSA Status:** Non-Exempt  
**Hiring Pay:** \$11.35

### **JOB SUMMARY**

Under the general direction and supervision of the Aquatics/Recreation Manager, the Recreation Technician provides customer service and assistance to members and visitors of the Cain Center by providing information, processing paperwork, and assists with recreation and/or aquatic programs and operations.

### **QUALIFICATIONS**

#### **Required Education and/or Experience:**

- High School Diploma or GED equivalent required.
- Must be AED (automated external defibrillator), First Aid, and CPR certified, or obtain certification within six (6) months of appointment.

#### **Knowledge, Skills and Abilities:**

- Must be at least sixteen (16) years of age.
- Knowledge of customer service practice.
- Ability to work with the public and patrons tactfully and professionally.
- Ability to perform multiple tasks simultaneously.
- Must be able to work the evening and weekend shifts Monday through Sunday.
- Must pass a medical physical examination and drug test.
- Must pass a criminal background check.
- Ability to communicate clearly and concisely, both orally and in writing.

### **ESSENTIAL JOB FUNCTIONS**

- Greets and assists walk-in patrons, answers phones, provides information regarding policies, procedures, and memberships; scans memberships cards for check-ins and issues passes; updates attendance sheets for all classes.
- Assists members by providing information about clubs, programs, and registration for activities; collects fees and paperwork for memberships and renewals.

- Supervises children in open play areas; assists with recreation programs as needed.
- Walks through facilities regularly to monitor activities; cleans equipment throughout recreation facilities; reports broken or damaged equipment.
- May be asked to perform additional job duties that are directly, indirectly or completely unrelated to the normal job functions in the course of presenting certain City special events.
- Performs related duties as required or assigned.
- Provide customer service to patrons, and direct customer conflict and complaints to management, as necessary.
- Perform work safely in accordance with departmental safety procedures. Operates equipment safely and reports any unsafe work conditions or practices to Aquatics & Recreation Manager.
- Abides by all policies, procedures, rules, etc. associated with the City's Safety Program.

### **PHYSICAL REQUIREMENTS**

- Ability to sufficiently speak, see, hear, and read.
- Ability to perform strenuous physical activities, to include kneeling, bending, twisting, dragging, pushing, pulling, and lifting up to 50 lbs.
- Ability to work in adverse environmental conditions.
- Ability to work various hours, including evenings and weekends, as required.

Essential and marginal functions may require maintaining physical condition necessary for sitting or standing for prolonged periods of time.

### **WORK ENVIRONMENT**

Indoor, climate-controlled environment in assigned facility and high levels of public interaction. Need manual dexterity and visual acuity. Must be able to work flexible hours to accommodate the changing demand for services. This position may require weekend and holiday work during year. Exposure to computer screens, sitting for prolonged periods of time, lifting, reaching above head, bending, stooping, walking, standing, and carrying up to 50 pounds.

The above job description has been reviewed with the employee and specific duties and responsibilities were explained. It was also explained that all questions concerning duties, responsibilities, working conditions, hour, etc., should be directed to the immediate supervisor.