

# Haverford Township

September 9, 2021

## Job Opening

**Department:** Parks and Recreation

**Position:** Front Desk Coordinator (part-time), Haverford Township Community Recreation and Environmental Center

**FLSA:** Non-exempt

**Hours:** 20-28 hours per week, days and hours TBD

**Wage Rate:** \$14.75 per hour based on previous background/experience.

**Position Summary:** Haverford Township Community Recreation and Environmental Center is looking for a friendly, energetic, self-starter with great people and communication skills, to work at and coordinate the Front Desk. We offer an enjoyable and healthy environment for staff and guests by providing top quality recreation programs, a first class facility and outstanding customer service.

### Qualifications:

- Warm and friendly demeanor with co-workers, CREC patrons and visitors
- Work well with others, as well as work independently
- Excellent communication skills
- Ability to deal with varied customer base and wide age range
- Work occasionally involves responding to angry or upset individuals.
- Computer literate – Proficient in MS Office, ability to learn Recreation and POS Software (design software is a plus)

**Supervision Received:** Front Desk personnel reports directly to the Operations Supervisor with direction from the Manager on Duty. Some assignments may be conducted under general supervision.

### Essential Functions:

- Greet guests and visitors to the facility
- Register participants for membership packages, classes, programs and activities
- Answer and route phone calls to staff
- Address and answer questions regarding the facility, programs, activities and rentals
- Bring questions and concerns to the attention of the Operations Supervisor or Manager on Duty
- Related duties as assigned from time to time.

### Licenses, Registrations, or Certificates Required;

Position requires a High school diploma or equivalent.

### Equipment:

Personal and Network Computer Equipment  
Recreation management software  
Copier and laminator

**Physical Demands:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is frequently required to sit, talk and listen and to read, and write. The employee is occasionally required to walk, climb stairs, use hands to operate, finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

**Work Environment:**

The Community Recreation and Environmental center is a busy location that handles over 100 visitors daily for Fitness programs, pickle ball, walking track, youth programs and rentals. The work is performed in a fast pace, high energy environment. The front desk position is the face of the community center. Qualified applicant will be friendly, courteous and responsive to customer’s questions. They will greet all visitors with a smile and welcome them to the facility. The front desk answers phones, accepts deliveries and takes registrations and point of sale transactions. The position also provides support to program staff and interfaces with Recreation management software.

**Antidiscrimination Policy:** It is hereby declared to be the public policy of Haverford Township to foster the employment of all individuals in accordance with their fullest capacities regardless of their race, color, religious creed, ancestry, age, sex, national origin, handicap or disability, use of guide or support animals because of the blindness, deafness or physical handicap of the user or because the user is a handler or trainer of support or guide animals, or because of a person’s sexual orientation, gender identity or gender expression.

**Application Procedure:** Anyone interested in this position should email the Haverford Township [Application for Employment](#) (found on the Haverford Township Human Resources page) along with their resume to Larry Woods ([lwoods@havtwp.org](mailto:lwoods@havtwp.org)).

**Selection Guidelines:** Formal application, rating of experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

By signing below, I, the employee, acknowledge that I have read and understand the description. I am able to meet or exceed all aspects of the job description.

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**Employee Signature**

**Date**

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**Township Manager Signature**

**Date**

Last date for applications September 24, 2021.

