



Department: St. Mary's County Recreation and Parks
Division: Aquatics
Position: Office Manager (Front Desk)
Rate: \$17.41/hour
Job Location: Wellness & Aquatics Center, Leonardtown, MD
Hours: Part time, varies Monday-Sunday

Supervision:

Supervisor: Program Coordinator

General statement of duties:

This position will primarily serve as a front line customer service staff for the Wellness & Aquatics Center located on the campus of the College of Southern Maryland in Leonardtown

Essential Responsibilities:

- Provide excellent and professional customer service to customers
- Answer phones, emails, and assist customers with registrations
- Assist with the day to day front desk operation processes, including payment processing, cash handling, reporting and end of day reconciliation
- Help maintain cleanliness of the facility
- Uphold policies, procedures, standards, and code of conduct
- Use registration software to assist customers with ability to assist customers by email or over the phone with account set up and the registration process
- Help maintain the safety of patrons
- Remain knowledgeable about aquatics and wellness programs occurring in the facility
- Assist with pool chemical checks and pool operations
- Participate in staff meetings, training, and special events as scheduled

Job Specifications:

Minimum Qualifications:

Must be 18 years of age

Required Skills/Abilities

- Must be proficient in computer operations and programs i.e. Word, Excel and must be a quick learner for new applications
- Should have some skills in troubleshooting computer glitches and customer issues / complaints
- Must have excellent customer service skills

- Ability to be flexible in schedule and personal objectives
- The ability to relate to fellow employees and patrons in a positive way

Additional Requirements

An acceptable general background investigation to include a Federal, local and state criminal history, and a sex offender registry check. Individuals in this position cannot be listed as having a founded child abuse or neglect complaint and must pass a CPS check. Ability to acquire and maintain CPR/First Aid certification and Certified Pool Operator certification (training paid for by the department)

Physical Requirements

While performing the duties of the Office Managers the employee is required to remain in good physical condition in order to sufficiently perform the duties of the position. Some physical manual labor will be involved, i.e. cleaning, light to moderate lifting. Must be able to sit for extended periods of time as well as the ability to move throughout the facility to oversee the safety of the facility.

Benefits to working for Recreation and Parks:

- Health and sick leave benefits may be provided for employees working required total hours.
- The opportunity to enhance the recreation needs and enjoyment of the community while maintaining safety measures for all involved.
- Provides an opportunity to be part of a team for the greater good of others, by helping promote community fitness.

Contact: Evan Murph, Aquatics and Wellness Coordinator at 301-475-4200 x 1803 or evan.murph@stmaryscountymd.gov

To Apply: Complete the Recreation and Parks application form found at www.stmaryscountymd.gov/docs/jobapplication.pdf and email to evan.murph@stmaryscountymd.gov or turn in to the Wellness & Aquatics Center or St. Mary's County Recreation & Parks Main Office.