



# TOWN OF RIDGEFIELD

## **POSITION AVAILABLE**

**POSITION AVAILABLE-** Part Time Member Services Clerk - 22.5hrs per week  
(Monday – Friday (5:30 PM – 10:00 PM))  
UPSEU Union

**TITLE:** To act as the front line representative for information, reception, and sales of Parks & Recreation services.

### **DESCRIPTION:**

- ◆ Greets guests of the facility and checks type of membership ID cards for expiration dates
- ◆ Informs, sells, and serves guests in order to support revenue goal
- ◆ Conducts new member orientations and new member follow-up to ensure customer satisfaction; proactively troubleshoots problems and provides solutions for resolving customer complaints or concerns
- ◆ Answers the telephone, transfers calls to the appropriate person, answers questions using the computer information system and the available written materials, handles questions regarding all programs, times, availability of various Parks and Recreations facilities (e.g., Recreation Center rooms, Yanity gym), and takes messages for all staff
- ◆ Registers members and non-members for programs which includes using the computer registration system and cash drawer for cash and checks and taking care of credit card payments
- ◆ Handles closeout at the end of each shift and reconcile the cash register at the end of the day, if applicable
- ◆ Monitors activities in building by watching surveillance cameras
- ◆ Data Entry
- ◆ Regular attendance as required by the position

### **OTHER DUTIES:**

- ◆ Routinely utilizes computer as necessary for registrations, information, reports, facility usage, and rosters
- ◆ Other duties as required

### **EXPERIENCE/QUALIFICATIONS:**

- ◆ High School diploma
- ◆ Computer literate
- ◆ Good organizational skills
- ◆ Customer friendly attitude
- ◆ Good verbal and written communication skills

### **PHYSICAL REQUIREMENTS:**

Normal office environment with typical business equipment; ability to operate a computer; cash register; ability to interface and problem-solve with the public; ability to move easily through the facility for tours and Emergency Operation Plan response.

**HIRING RATE:** \$14.84

**JOB POSTING DATES:** Until Filled

**INTERESTED APPLICANTS PLEASE INQUIRE AT:**

**TOWN OF RIDGEFIELD  
HUMAN RESOURCES    [personnel@ridgefieldct.org](mailto:personnel@ridgefieldct.org)  
400 MAIN STREET  
RIDGEFIELD, CT 06877**