

Job Title: Trading Post/ Parking Clerk
Department: Sprewell Bluff Park
FLSA: Non-Exempt
Reports To: Park Coordinator

Job Summary:

Under direct supervision of the Park Coordinator, a person in this position will work a maximum of (28) twenty eight hours per week and will be responsible for opening and closing the Trading Post, checking guests in/out, operation the POS and Cash drawer, and selling parking passes. This person must provide excellent customer service for the general public.

Major Responsibilities:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

- Operates a multi-line telephone console and in order to relay incoming and outgoing calls
- Greets persons visiting the Park
- Helps provide information to the public about the park
- Provides information and directs calls/visitors
- Operates office machines and computers for the purpose of filing, copying, entering data, maintaining logs, etc.
- Provides clerical support such as typing, filing, ordering supplies, data entry and sorting mail
- Assists in receiving payments and preparing statements
- Checks Guests in and out of campground
- Issues Parking passes
- Assists with other duties as assigned
- Must be willing to learn and adapt to new computer programs and not be intimidated by changing technology
- Handle sensitive or confidential files/matters

Desired Knowledge, Skills and Ability:

- Knowledge of phone system operation.
- Knowledge of facility activities and general office procedures.
- Ability to demonstrate proper phone technique.
- Skill in the operation of computers and job-related software programs.
- Oral and written communication skills.
- Skill in making moderately complex arithmetic computations with speed and accuracy.
- Skill in interpersonal relations and in dealing with the public.
- Decision making and problem solving skills.

- Ability to understand and follow quickly and accurately written and oral instructions.
- Must possess a strong work ethic and positive team player attitude.

Minimum Education and Experience:

- High school diploma or equivalent.
- Providing customer service.
- Experience with Microsoft Word and Excel
- Experience with a POS System

Physical Demand/Work Environment:

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. The employee frequently is required to stand and must occasionally lift and/or move up to 30 pounds.