



IVGID Job Announcement

IVGID is currently accepting applications for a **Senior Parks & Recreation Clerk**. This is a full time, year round, salaried (exempt) position with the Parks & Recreation team.

Compensation: \$1,938 - \$2,325/bi-weekly salary, DOE (*\$50,376 - \$60,451 annual*)

Benefits: Medical, Dental, Vision, Prescription insurance
Short-Term/Long-Term Disability insurance
Deferred Comp (457b) and Pension (401a) Retirement Plans
Section 125 Flexible Spending Plans
Vacation & Sick Leave
Eleven paid holidays
Recreation & Food Discount privileges

How to Apply: Create a profile, submit online application (with resume) at www.yourtahoepace.com/jobs
In-person drop-off application to Human Resources at 893 Southwood Blvd,
Incline Village, NV 89451. Regular Hours: M-TH, 8am – 5pm or FRI, 8am – 4pm (PST).
jobs@yourtahoepace.com 775-832-1100

Deadline to Apply: OPEN UNTIL FILLED
We are an Equal Opportunity Employer

Date Posted: 11/20/24

SUMMARY

Supervises and oversees operations for the District's Parks & Recreation Department counter, serving in a lead role for the Parks & Recreation computer operating systems by performing the following duties:

ESSENTIAL DUTIES AND RESPONSIBILITIES, not necessarily in order of priority, include the following.
Assigned job tasks/duties are not limited to the essential functions.

1. Provides excellent customer service to internal and external customers and guests.
2. Greets customers and determines customer needs related to recreation center, community services, activities and events; verifies eligibility and issues photo ID passes and punch cards using computer imaging equipment and enters required information to produce ID passes; registers individuals or teams in programs and sports activities. Approves processes and maintains scholarship applications.
3. Selects, trains, supervises and schedules staff for the Parks & Recreation counter, determining work procedures, work schedules and expediting workflow. Provides assistance with Tennis Center counter transactions as needed.
4. Supervises and assists with scanning of IVGID Recreation Pass to verify current membership and inputting information on usage/visitation into computer. Explains Recreation Center programs, classes, services and provides escorted tours of the facility as requested.
5. Updates and maintains parcel files to ensure records are current and accurate for issuance of recreation privileges. Processes resident renewal notices and updates information. Sells and issues daily or season passes for District facilities, programs and services. Regularly reviews and updates all relevant forms, databases and processes as needed.
6. Serves in a lead role for Parks & Recreation computer operating systems, including troubleshooting, maintaining database, program inputting and reporting functions. Assists with administration of department website and online registration pages.
7. Administrates kayak storage facilities; maintains wait lists and processes renewals; and assists with timeshare group administration of Recreation Punch Card procedures.

8. Assists with Recreation Center facility opening and closing. Prepares Daily Sales reports and serves as on-site Safe Clerk, distributing and reconciling various change banks.
9. Administers bookings for Parks & Recreation Department facilities including Recreation Center gymnasium and pool, facilities, as well as athletic fields, beaches, group picnic areas and parks; handles other facility reservations as needed. Coordinates details with necessary staff as required.
10. Prepares customer billing for Recreation Center membership and facility rentals, District athletic fields, beaches and parks; following up on accounts receivable.
11. Inputs and/or monitors employee time & pay records using an automated system. Ensures records are accurate each month.
12. Responds to and resolves a variety of customer inquiries and complaints by providing information or referring to appropriate staff. Processes and approves customer refunds as appropriate.
13. Provides administrative support to various Parks & Recreation staff, including program registration, scheduling, and daily, monthly and annual department reports as needed.
14. Tracks and orders office supplies, assisting with vendor research, cost assessment and maintaining vendor contact information. Orders and maintains inventory counts for the Recreation Center pro shop and snack bar areas.
15. Assists with interpreting and/or implementing policies and procedures related to Recreation Pass Ordinance 7, an ordinance establishing rates, rules and regulations for recreation passes and recreation punch cards.
16. Assists with development of annual operating budget for assigned area of responsibility; monitors and controls utilizing a computerized financial accounting system.
17. Follows safety rules and guidelines. Monitors lobby for unsafe and improper behavior; responds to inappropriate behavior or refers to appropriate staff as needed.

SUPERVISORY RESPONSIBILITIES

Supervises, oversees and coordinates the work activities of the Parks and Recreation Department counter staff. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED) with college course work and three years related office or administrative experience in a customer service environment, including one year of supervisory or lead experience or equivalent combination of education and experience.

COMPREHENSION/COMMUNICATION SKILLS

Very good customer service and communication skills. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively with customers and employees of organization. The duties and responsibilities of this position necessitate the use of a cellular phone for District business reasons. The duties and responsibilities of this position necessitate the use of social media for District business purposes.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, proportions, and percentages. Ability to apply concepts of basic algebra.

REASONING ABILITY

Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License. Certification in Cardiopulmonary Resuscitation (CPR/AED) by American Red Cross (ARC) or American Heart Association (AHA) and Standard First Aid by American Red Cross or ability to obtain within three months from date of employment. Successful completion State of Nevada/Federal background check through fingerprinting because position has unsupervised access to children, the elderly or individuals with disabilities and/or has access to their records. Pursuant to National Child Protection Act (NCPA) of 1993 as amended by the Volunteers for Children Act (VCA). It is the employee's responsibility to maintain all required certifications and licenses and to report any changes to the supervisor.

OTHER SKILLS OR ABILITIES

Very good customer service, organizational, communication and cash handling skills; proficient computer skills for Microsoft Office, point-of-sale (POS) system, registration and scheduling applications.; ability to manage a large volume of cash accurately, honestly and safely; ability to deal effectively and courteously with the public and all levels of employees; ability to prioritize work to meet deadlines; ability to work in a high volume demanding environment; ability to perform work requiring attending to detail; ability to maintain composure when dealing with irate customers; ability to deal with changing circumstances in a positive manner; and ability to work a schedule including nights, weekends and holidays, and varied hours as required.

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. In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Applicants and incumbents are encouraged to discuss potential accommodations with the employer.

While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stoop, kneel, crouch, or crawl. The employee is occasionally required to walk, sit, and climb or balance. The employee must occasionally lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing 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 exposed to moving mechanical parts and risk of electrical shock. The employee is occasionally exposed to wet and/or humid conditions and fumes or airborne particles. The noise level in the work environment is usually moderate to loud and there are frequent interruptions.