

**CITY OF MANHATTAN BEACH
FACILITIES RESERVATION CLERK**

OCTOBER 1999

DEFINITION:

Under general supervision, the Facilities Reservation Clerk provides customer service via the telephone and in person to department customers; works with the park and recreation customers who have reserved the facilities for interior and exterior use; and does related work as required.

ESSENTIAL JOB FUNCTIONS:

The listed tasks are essential for this position and may include, but are not limited to, the following: Greet visitors and the general public in person and/or via the telephone answering questions and responding to inquiries regarding department services and facilities; prepare, type and process written communications; establish and maintain paper and/or electronic files and record-keeping systems; keep accurate records and files; issue, receive, process various applications, permits, registration information, and other forms and monies; file and retrieve data; operate office machines and equipment as required, including but not limited to personal computer hardware and reservation software, copy and fax machine, calculator and cash register; accept payment of fees and written receipts; disburse petty cash and maintain and process cash records; assist with administrative tasks involving personnel, budgeting processes, and facilities; assist instructors with scheduling activities; fax facility applications and other requested information to customers; assist in the class registration process; prepare invoices for field billing and light usage fees; handle interoffice requests for rentals; update field closure hotline; and balance cash on a daily basis. May be required to work shifts, weekends, and/or holidays.

QUALIFICATIONS:

Training and Experience: Requires a high school diploma or GED with specialized clerical coursework and/or training. Must have one year of increasingly responsible clerical experience in the operation of computer reservation software, preferably with reservations customer service. Experience with recreation and leisure programs highly desirable. A valid California driver's license is required at the time of employment.

Knowledge, Skills, and Abilities: Must have general knowledge of office methods, procedures and equipment; organizational skills; the ability to operate personal computer word processing, spreadsheet applications; type at 30 words per minute, corrected; learn the general terms, procedures, and operating details of the department, read and correctly use the English language; effectively proofread assigned work; follow oral and written direction; communicate effectively orally and in writing; and work cooperatively with City employees and the general public.

PHYSICAL DEMANDS AND WORK CONDITIONS:

While performing the duties of this job, the employee is frequently required to sit, stand, talk or hear and use a telephone and a personal computer with a VDT screen for extended periods of time. May frequently stand, stoop, kneel, and use arms and legs to lift and/or move up to 25 pounds. Specific vision abilities required include close, distance, depth perception, and field of vision.