

Recreation Services Representative – Multiple Recreation Centers

Denver Parks and Recreation – City & County of Denver

Req R0050112

Apply Here

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About Our Job

Please apply as soon as possible as this posting may close without notice.

This position requires an online assessment or test. Once you complete your application, if you meet the qualifications for this position, you will receive an email from AssessmentTeam@denvergov.org with a link to the assessment or test. We recommend that you add AssessmentTeam@denvergov.org to your safe sender list. If you do not receive the email within 30 minutes of applying, please contact AssessmentTeam@denvergov.org.

These are part-time positions that will work no more than 39 hours per week and are not eligible for benefits. Part-time positions may have routine or variable work schedules and may require working weekends and holidays.

Our Recreation Division operates 30 recreation centers offering affordable facilities, programs and activities to residents and visitors year-round. Our recreation centers offer several organized classes including but not limited to: aquatics, arts and crafts, cultural and social activities, fitness and sports, health, special events, tours and more. Our activities are organized for children, youth, adults, people with disabilities, and senior groups for maximum enjoyment. Participants may enroll in classes, use facilities on a day basis or purchase a monthly/yearly membership. For more information, please visit: Recreation Centers & Pools (<https://www.denvergov.org/Government/Agencies-Departments-Offices/Agencies-Departments-Offices-Directory/Parks-Recreation/Recreation-Centers-Pools>).

Recreation Services Representatives are an integral part of delivering top-notch services to the citizens of the City and County of Denver. As such, these positions will utilize their people skills and solution driven enthusiasm to understand and exceed customer expectations. Recreation Services Representatives provide leadership for the Front Desk team by coaching Recreation Assistants and resolving various customer-related issues.

We are currently hiring for Recreation Services Representatives for the following recreation centers:

- Northwest Region: 5090 Broadway, Ashland, Aztlan, Highland Senior, Johnson, Scheitler, Twentieth Street
- Northeast Region: Carla Madison, Central Park, Glenarm, Green Valley Ranch, Hiawatha Davis, MLK Jr., Montbello, St. Charles, Swansea
- Southwest Region: Athmar, Barnum, College View, Harvey Park, La Alma, Rude, Southwest
- Southwest Region: Cook Park, Eisenhower, Harvard Gulch, La Familia, Montclair, Platt Park Senior, Washington Park

Recreation Services Representatives:

- Greet and communicate with recreation guests using F.A.C.E. philosophy (friendly, attentive, consistent, empowered) regarding recreation services and activities
- Handle difficult, sensitive, and escalated guest relations issues and act to resolve them
- Utilize membership management system to process membership sales and refunds, member transfers, activity registrations, and similar transactions
- Determine guest needs and provide appropriate information, or direct guest to the appropriate location and/or staff member for assistance
- Provide guests with information regarding membership and activity registrations; explain options and answer questions
- Complete monetary transactions including cash/check handling and credit card processing, issue ID cards, payment confirmations, receipts, and related transactions
- Maintain a clean and well-organized front desk, monitor and clean equipment for checkout, maintain and stock appropriate forms, flyers, and documents for front desk operations
- Monitor guest adherence to facility rules and guidelines, and report disruptive behavior to appropriate staff members
- Manage emergency situations such as evacuations, medical emergencies, suspicious activity, or other unexpected situations
- Maintain various records such as inventory, activity reports, receipts, memberships, reservations, and activity rosters
- Follow established procedures/guidelines to open and/or close the Recreation Center

About You

Our ideal candidate will have:

- Proficiency in Outlook, Excel, Word, and POS (Point of Sale) systems such as ActiveNet
- Prior experience working in recreation and with youth
- Previous experience working in a front desk/customer facing position
- Experience leading a team
- Ability to work a flexible schedule
- Bilingual skills (preferred)

We realize your time is valuable so please do not apply unless you have at least the following required minimum qualifications:

- Education: Graduation from high school or the possession of a GED, HiSET or TASC Certificate
- Experience: One (1) year of customer service work in recreation, retail, hospitality or other related industry
- Equivalency: Additional appropriate education may be substituted for the minimum experience requirements
- Licensures/Certification(s): Requires certification in CPR and First Aid within six (6) months of hire date. Licenses and certifications must be kept current as a condition of employment

About Everything Else

Job Profile - CC2908 Recreation Services Representative

Position Type – Oncall (These are part-time positions that will work no more than 39 hours per week and are not eligible for benefits. Part-time positions may have routine or variable work schedules and may require working weekends and holidays.)

Position Salary Range - \$15.87 - \$23.81

Starting Pay - \$15.87/hour

Agency - Parks and Recreation

Assessment Requirement - Customer Service Agent: Non-Compliance

The City and County of Denver provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, national origin, disability, genetic information, age, or any other status protected under federal, state, and/or local law.

Contact Us

For any questions regarding this position please contact Jon Allen jon.allen@denvergov.org

