



**JOB DESCRIPTION  
BLAINE COUNTY RECREATION DISTRICT  
FRONT DESK MANAGER**

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**POSITION:** Front Desk Manager  
**CLASSIFICATION:** Full-time, non-exempt  
**REPORT TO:** Operations Manager  
**REVISED:** 9/28/22

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BCRD MISSION: Blaine County Recreation District provides healthy, active, and diverse recreational opportunities for our community.

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**ESSENTIAL DUTIES AND RESPONSIBILITIES FRONT DESK**

- Provide excellent customer service by greeting customers, answering questions, and creating a friendly environment for the public.
- Answer phones in a professional and timely manner, provide information when necessary, and route calls to appropriate personnel for assistance.
- Supervise front desk staff include recruiting, hiring, training, scheduling, payroll and evaluation of staff.
- Assist walk-in customers with registrations, pass sales and membership sales. Provide prospective members with schedule, fees and information.
- Maintain a comprehensive understanding and demonstrate a proficiency in the point-of-sale system and the daily deposit procedures and train Front Desk staff accordingly.
- Keep front desk area well-organized and stocked with all necessary materials including office supplies, registration forms and flyers, and other relevant BCRD information.
- Keep reference binder updated and provide training refreshers to front desk staff as needed.
- Communicate any issues or concerns from the public to appropriate staff.
- Demonstrate proficiency in all facility safety procedures and Front Desk staff accordingly.
- Provide training and support of Aquatic Center Front Desk staff to include use of the point of sale system and daily deposits.
- Perform opening and/or closing procedures for BCRD facilities depending on work schedule.
- Provide oversight of the overall cleanliness of BCRD facilities to include cleaning equipment when appropriate, ordering cleaning supplies when needed, stocking towels and maintaining a safe and clutter free environment. Communicate any building cleaning needs to appropriate staff person.
- Communicate any repair/maintenance needs for equipment or facility to appropriate staff person.
- Be a key team member in the successful operation of the facility working collaboratively under the Operations Manager and with the entire BCRD staff.

## **ORGANIZATION ADMINISTRATION**

- Ensure all BCRD informational flyers/forms are updated, stocked and easily accessible to the public. Update all communications within the facility as needed.
- Assist with the fulfillment of Nordic pass sales.
- Assist with BCRD mass mailings (i.e. annual report) and other development department tasks as necessary.
- Collect and distribute BCRD mail daily (using information sheet provided at front desk).
- Ability to use and manage databases.
- Assist with administrative duties of the Executive Director and other departments as needed.

## **SKILLS REQUIRED**

- Bi-lingual skills in Spanish and English preferred.
- Ability to motivate and inspire staff.
- Ability to remain professional and courteous with patrons at all times.
- Ability to problem solve and perform a variety of tasks (multi-task).
- Ability to use time efficiently and effectively.
- Ability to communicate clearly.
- Ability to perform light cleaning of fitness equipment and facility.
- Proficient use of computers and computer software/applications.
- Ability to perform work in a safe and efficient manner, be constantly alert and aware of the hazards involved, and know and apply safety practices and principles in reporting and preventing accidents.
- CPR/AED/First Aid certified or willing to complete the training required.