

# CONEJO RECREATION & PARK DISTRICT

## Job Title: Reservations Coordinator

Division: Recreation & Community Services

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### Summary:

Under general supervision, monitors and maintains the District's central reservation system and maintains schedules for outdoor facilities including fields, parks and picnic areas; and performs other related duties as assigned.

### Essential Duties & Responsibilities:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

- Maintains reservation system for the District comprising of outdoor and indoor spaces; manages mobile staging and equipment to include establishing reservation reschedules, posting schedules online, and providing direct oversight of outdoor space usage.
- Responds to online, telephone and in-person inquiries from the public and co-workers, receives web and paper reservation applications, reviews applications for proper use of space according to District guidelines, determines approval/rejection of applications, notifies applicants of decisions, and files documents for recordkeeping.
- Assists in authorizing permits for private and public entities, reviews permit holder's evidence of insurance, submits and files insurance forms.
- Accepts payments from permit holders including deposits for space, processes payments for accounting purposes, obtains information on after-use condition of facilities, determines amount of refunds, providing justification as needed if part or all of refund is withheld, and processes deposit refunds as appropriate.
- Accurately processes monetary transactions including credit card transactions, issues receipts, reconciles cash and receipts, and prepares bank deposits.
- Researches, studies and interprets city and District rules and regulations related to use of public facilities, provides expert knowledge of space availability, codes and ordinances to the public on use of facilities.
- Assists with troubleshooting issues related to functionality of reservation software program, receives feedback on reservation system, and proposes modifications to program to enhance user experience.
- Distributes printed and posted material related to reservations in marketing efforts.

### Other Duties & Responsibilities:

- May drive a District or personal vehicle.
- Participates during disasters or when emergency response is needed.
- Non-exempt employees may be required to work overtime.

- Performs other related duties as assigned.

## **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

### **Education and Experience:**

A typical way to obtain the knowledge and abilities would be: an associate degree from a two-year college and one year of increasingly responsible clerical experience with frequent public contact; or an equivalent combination of education and experience.

### **Language Ability:**

Ability to read, interpret and relay information obtained from documents such as ordinances relating to public use of facilities, understand operating instructions in spoken and written formats, and execute protocols and apply standard procedures per manuals. Ability to communicate effectively in written and oral forms. Ability to write routine reports and interact with the public in a positive manner. Ability to speak Spanish is desirable

### **Math Ability:**

Ability to use basic math to perform tasks such as addition, subtraction, multiplication and division in all units of measure, using whole numbers and common fractions and decimals, and prepare bank forms.

### **Reasoning Ability:**

Ability to exercise common-sense understanding to carry out instructions provided in written or oral form. Ability to synthesize necessary information related to encounters with the public and District customers in the course of work.

### **Certificates and Licenses:**

- First Aid & CPR/AED within 90 days of employment with ability to maintain certifications thereafter as a condition of employment.
- Valid California driver's license with a good driving record and current automobile insurance.
- Proof of a negative TB skin test.
- Department of Justice fingerprint clearance.
- All full-time candidates require satisfactory completion of a pre-employment functional capacity examination.

**Other Required Skills:**

Proficient use of Microsoft Office Suite including Word and Excel, type on a standard keyboard, navigate various office computer applications, operate a calculator, fax machine and other office equipment.

**Supervisory Responsibilities:**

The position has no supervisory responsibilities. This position may direct the activities of contract workers during peak periods and volunteer staff.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Employees work under typical office conditions subject to typical office noise as well as moderate environmental noise.

**Physical Demands:**

The physical demands described here are representative of those that should be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel; reach with hands and arms, talk or hear telephone and in-person conversations, and view small fonts on printed material or a computer screen. The employee is occasionally required to stand; walk; stoop, kneel, crouch or crawl and is required to lift, push, or pull up to 25 pounds and occasionally up to 50 pounds. The vision requirements include close vision; peripheral vision and the ability to adjust focus.

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Revised 4/4/24

*Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned them by their supervisors or by law.*