

EASY BAY REGIONAL PARK DISTRICT

RESERVATIONS COORDINATOR

GENERAL FUNCTION

Under general supervision, is responsible for providing customer service to the public and staff, while overseeing and ensuring the smooth operations of daily reservations and registrations programs, and performing administrative and technical duties.

ESSENTIAL FUNCTIONS

The essential functions of this position include, but are not limited to working as lead person: responsible for determining workloads, scheduling, and monitoring and reviewing the day to day operations of the reservations and registrations unit; training new employees to provide customer service and giving guidance on how to apply District policies and procedures; using specialized reservations and registrations software to process requests for reservations for family camping sites, picnic areas, group camp sites, swim sites, and special events and registrations for interpretive and recreation programs; coordinating reservations for the Day Camp and Swim Card Programs; and on a daily basis, submitting daily credit card/cash transactions to Finance; as liaison, preparing and distributing the "Beat Sheet" reservations listing and program registrations to respective park sites and to the Police Department; distributing and tracking gate keys and car passes for group camp reservations; resolving customer relations problems; and responding to complex and special requests for park use.

OTHER FUNCTIONS AND DUTIES

Ensuring that rules and ordinances are followed and notes are kept as reference for each transaction, as necessary; preparing and responding to inquiries both via e-mail and written; preparing daily deposits and monthly financial reports; updating the phone message system; and related duties as assigned.

MINIMUM QUALIFICATIONS

- Education:** Equivalent to completion of the twelfth grade and a minimum of 90 semester or 135 quarter college level courses, and
- Experience:** Three years related technical and customer service experience, or
- Three years experience equivalent to the District's Office Specialist/Reservations classification.
- Substitution:** Additional experience may be substituted for a maximum of two years of the required education on a year-for-year basis.

KNOWLEDGE, SKILLS & ABILITIES

Thorough knowledge of customer service principles. Ability to organize, prioritize, train and review the work of others. Possess effective and well developed verbal and written communications skills. Knowledge of office practices and procedures, including various software programs. Ability to type 50 net words per minute with continuous data entry. Possess math and bookkeeping skills. Ability to attend to detail, be thorough, and follow through; be flexible and use initiative to make timely and sound judgment within established guidelines; work independently without close supervision. Ability to coordinate multiple tasks and priorities. Ability to interpret and apply detailed rules and regulations. Ability to establish and maintain positive and cooperative working relationships with those contacted in the course of work at all levels, including a culturally diverse general public, with a focus on quality service to internal and external customers and park users.

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SPECIAL CONDITIONS OF EMPLOYMENT

A valid California driver's license is a condition of initial and continued employment in this classification.

REPORTS TO: Reservations Supervisor

Employment Category: AFSCME, Local 2428, Salary Range Effective 01/01/2005 (\$4,301.38 - \$4,678.38)
Adopted by Board: February 17, 1981
Revision Approved by General Manager: October 5, 2004