



City of Umatilla

Job Title:	Marina & RV Park Office Clerk	Job Category:	Non-Union; Non-Exempt
Department/Group:	Parks and Recreation	Pay Grade:	\$13.20 - \$15.00 DOE
Location:	Umatilla Marina & RV Park	Reports to:	Parks & Recreation Director
HR Contact:	Jonathan Egan	Position Type:	Seasonal
Supervision:	Exercised: None. Received: Works under the direction of the Parks and Recreation Director.		
Minimum Qualifications:			
<ul style="list-style-type: none"> • High School diploma or GED equivalent required. • At least one year experience in performing administrative/customer service support. • Possession of a valid driver's license. • Ability to accommodate flexible schedule to include evening and weekend hours. 			
Job Description			
<p>GENERAL PURPOSE</p> <p>Performs customer service and administrative work. Responsible for guest registrations and reservations, front desk activities, Moorage/Dry Storage contracting, collection of fees and customer service.</p> <p>ESSENTIAL DUTIES AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Takes reservations and register overnight campground guests (in person, over the phone or by email). • Have all visitors passes prepared for the next day arrivals checking in. • Greets guests, provides prompt, courteous and friendly customer service. • Provide a seamless check-in process for campground guests by compiling check in materials in advance, collecting any payments owed, and explaining the park operational policies. • Processes new moorage and dry storage contracts. • Sells merchandise, enters payments and accurately reconciles cash register sales with daily sales reports. • Maintain knowledge of general park information and the local amenities to answer guest questions and offer local recommendations for inquiries related to local grocery stores, dining and other services. • Assists guests with all their needs; Ensures inquiries and requests are met efficiently and professionally; Ensures complaints are dealt with in a pleasant manner. • Maintains a professional environment by keeping the office neat and orderly by general housekeeping duties: maintains, cleans, and straightens merchandise displays, cleans office facility. • Records and documents any safety hazards or other important situations immediately. • Answers phones, direct calls, and answer customer questions professionally. 			

- Ensures collection and recording receipt of appropriate payment (cash and credit card transactions); Handles and records cash and credit card transactions in accordance with department and City procedures.
- Follows procedures for proper opening and closing of office.
- Regular attendance is an essential function of this job to ensure continuity.
- May be required to work early mornings, evenings, holidays or weekends as needed.
- Performs all work duties and activities in accordance with City policies and procedures; follows safety policies and practices, works in a safe manner, and reports unsafe activity and conditions.
- May cross train at other City Parks facilities as needed.

This list is illustrative only and not intended to specify every duty and job responsibility.

KNOWLEDGE, SKILLS AND ABILITIES

- Experience providing positive and professional customer service.
- Basic to moderate general computer use and online systems management.
- Ability to follow directives from supervisors and meet deadlines.
- Cash handling procedures.

TOOLS AND EQUIPMENT

Use of computer and related software applications such as Microsoft Word, Excel, and PowerPoint. Also use of Itinio or other required online reservation management software.

Use of office equipment such as computer, phone, copier, 10-key calculator, fax machine, copy machine, base radio, and automobile.

PHYSICAL DEMANDS

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

While performing the duties of this position, the employee is frequently required to sit, communicate, reach, kneel, balance, crouch, and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 50 pounds, manual dexterity and coordination are required more than 50% of the work period while operating equipment such as a computer keyboard, a telephone, fax, calculator, and other similar office machines.

WORK ENVIRONMENT

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

This position works primarily in a usual office working environment, but has secondary responsibilities outdoors. The position often requires long periods of standing.

This role routinely uses standard office equipment such as computers, phones, adding machines, copy

machines, filing cabinets and fax machines, but also may require use of City vehicles. The noise level in the work environment is typical of most open office environments when working indoors, and typical ambient noise environments associated with working in an RV park/marina setting.

Reviewed By:	Melissa Ince	Date:	May 27, 2022
Approved By:	Dave Stockdale	Date:	May 31, 2022
Last Updated By:	Jonathan Egan	Date:	May 27, 2022



David Stockdale
City Manager