

**PLEASE POST FOR ALL APPLICANTS TO READ
MACON-BIBB COUNTY GOVERNMENT**

POST DATES: 03/06/2017 until Filled

EEOC CODE:

CLASS CODE:

CLASSIFICATION TITLE: VISITOR SERVICE REPRESENTATIVE

HOURLY RATE: \$11.23

WORK WEEK: Shifts/Varies

WORK HOURS: Shifts/Varies

DEPARTMENT: Recreation

DIVISION: Lake Tobesofkee

DEPT. HEAD: Reggie Moore

REPLACEMENT

NEW REQUIREMENT

SUMMARY:

The Visitor Services Representative is responsible for operating the Lake Tobesofkee Park entrance booth, providing information to the general public, and collecting fees.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties are representative of the work required for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Operates the entrance booth of the Lake Tobesofkee grounds.
- Greets the public and answers questions related to Lake Tobesofkee recreation park guidelines, regulations, services and activities, including camping, boating, and swimming, fishing, and picnicking.
- Proactively respond to customer grievances and other issues that might arise.
- Responsible for collecting entrance fee from site visitors and campers.
- Charged with accounting for front entrance revenue on collection sheets.
- Issues permits for admission, boat tickets, camping permits, and campsite check-in slips
- Checks campers out of park; maintains campers' checkout forms.
- Responsible for directing the Gate Operators.

KNOWLEDGE, SKILLS, AND ABILITIES:

The Visitor Services Representative must be knowledgeable of the following principles, procedures, and concepts:

- Knowledge of Lake Tobesofkee policies and procedures.
- Knowledge of permitting process.

- Knowledge of Lake Tobesofkee facilities and available resources, activities, and services.
- Knowledge of basic mathematics.
- Knowledge of event preparation and facilities scheduling.
- Skill in customer service.
- Skill in operating a two-way radio.
- Skill in performing mathematical calculations.
- Skill in the use of standard office equipment, including a telephone and computer.
- Skill in interpersonal relations.
- Skill in oral and written communication.

MINIMUM EDUCATION, TRAINING AND/OR EXPERIENCE TO PERFORM ESSENTIAL JOB FUNCTIONS:

The Visitor Services Representative should possess, at minimum, a high school diploma or equivalent with one to two years of experience handling money; or any equivalent combination of education and experience which provides the required knowledge, skills, and abilities to successfully perform the duties and responsibilities of the position.

NECESSARY SPECIAL REQUIREMENTS

- Possession of a valid Georgia Motor Vehicle Operator's License.

SUPERVISORY CONTROL AND RESPONSIBILITIES:

None.

TRAVEL:

The Visitor Services Representative is required to travel frequently throughout the recreation area and infrequently outside the area.

(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

LANGUAGE SKILLS:

Ability to read and understand written materials. Ability to effectively communicate information to supervisors, coworkers, and the general public.

MATHEMATICAL SKILLS:

Ability to work with basic mathematical concepts such as, addition, subtraction, multiplication, and division.

COMMUNICATION SKILLS:

Must be able to effectively communicate orally and in writing in a professional manner in order to give or exchange information, resolve problems, and/or provide service. In addition, this position requires extensive contact with other employees and the general public. This position is required to be able to effectively explain rules and regulations and resolve problems.

REASONING ABILITY:

Ability to interpret and understand a variety of forms, reports, manuals, regulations, and other means of instruction and guidance.

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 the essential functions. The employee must be able to complete light physical activity in sitting, stretching, and standing.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an 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. The work is typically performed in an indoor, temperature-controlled setting.

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www.maconbibb.us or pick up an application at our office located at 682
Cherry Street, 4th floor, Macon, Georgia.*

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