



City of Novi

Site Supervisor II - Reservations Coordinator

Parks, Recreation & Cultural Services

SUMMARY

Under the direction of the Recreation Supervisor, the Reservations Coordinator prepares and processes facility reservations and coordinates use of the facilities with inter-departmental staff and the general public. Exact work schedule is established on a routine basis, which may include: night and weekend work. This position is performed with a high degree of latitude for the exercise of independent judgment and action. Problem solving skills range from routine to highly complex in nature.

RESPONSIBILITIES AND ESSENTIAL DUTIES AND FUNCTIONS

- Input schedules, generate invoices and reports, track rental data, and maintain accounts receivable/collections.
- Conducts application process, reviews and approves applications, permits and licenses.
- Communicate effectively with administrative personnel, staff members, community, contractors and vendors.
- Conducts routine facility tours for potential renters.
- Ability to work effectively with a diverse population.
- Excellent organization skills and the ability to undertake a variety of time-sensitive tasks.
- Assists with front desk operations including phone and guest services.
- Must be able to adapt to a variety of working conditions.
- Responsible for implementing and enforcing rules and policies.
- Develops goals and objectives on an annual basis as relates to overall department goals and policies.
- Other duties as assigned.

Twenty four (24) hours per week, day, nights and weekends, eighteen and older. Pay range starting at \$16.00-\$20.00 per hour, no benefits.

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES

All of the following functions, qualifications, duties and knowledge, skills and abilities are essential. An employee in this class, upon appointment, must have the equivalent of the following:

- Knowledge and use of Microsoft Word, Excel, Publisher, Google forms, and ability to utilize a recreation database.
- Knowledge of the principles and methods used in organizing and supervising facilities and activities.
- Ability to establish and maintain effective, communicative professional relationships with co-workers, program participants, volunteers and the general public.
- Exceptional customer service skills and passionate about serving a diverse population.
- Strong time management, leadership skills, and ability to act with a sense of urgency.

DESIRABLE QUALIFICATIONS FOR EMPLOYMENT

Coursework or experience in Guest Services, Event Management, or other related field. Previous scheduling experience preferred.

PHYSICAL DEMANDS

The physical demands described herein 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 job, the employee is regularly required to use his/her hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is frequently required to stand, walk, and sit. Specific vision abilities required by this job include close vision, color vision, distance vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described herein are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essentials functions. While performing the duties of this job, the employee will routinely work in a normal office setting.