DISTRICT PONCHATOULA AREA RECREATION #1

JOB DESCRIPTION:

Part-Time Reception/Recreation Assistant

Job Title:	**Status:**
Part-Time Reception/Recreation Assistant	Part-time
Reports to:	**Revised:**
Business Operations Coordinator	October 2026

Job Summary:

The Part-Time Reception/ Recreation Assistant is responsible for providing front-desk reception and customer service during afternoon hours and assisting with evening sports programs, recreational activities, and community events. This position serves as a primary point of contact for visitors, participants, parents, coaches, and the general public while helping ensure that recreation programs and activities operate smoothly, safely, and efficiently.

The ideal candidate is dependable, professional, organized, and enjoys working with people of all ages in a community recreation environment.

Essential Functions

Reception and Front-Desk Operations

- Greet visitors, participants, parents, coaches, and other guests in a courteous and professional manner.
- Answer telephone calls, respond to general inquiries, and direct calls or visitors to the appropriate staff member.
- Provide information regarding sports programs, recreational activities, facility hours, registrations, fees, and upcoming events.
- Assist with participant registration, program paperwork, sign-in sheets, and other administrative tasks.
- Receive and distribute messages, correspondence, and program-related documents.
- Maintain an organized, clean, and professional reception area.
- Monitor visitors entering the facility and notify management of any concerns.
- Provide friendly, helpful, and professional service to the public.
- Respond to routine questions and refer complaints or complex concerns to management.
- Maintain positive working relationships with employees, participants, parents, coaches, volunteers, and community members.
- Promote a welcoming and inclusive atmosphere for all visitors and program participants.

- Maintain confidentiality regarding participant information, employee matters, and organizational records.
- Assist with daily office operations and other assigned administrative duties.
- Follow established organizational policies, procedures, safety guidelines, and customer service standards.
- Perform other related duties as assigned to support the effective operation of PARD1 facilities and programs.

Evening Sports and Recreation Activities

- Assist with the preparation, coordination, and implementation of evening sports programs and recreational activities.
- Help prepare activity areas, equipment, supplies, rosters, and registration materials before programs begin.
- Assist with participant check-in and provide directions to parents, athletes, coaches, instructors, and visitors.
- Help communicate schedules, program updates, facility procedures, and activity information.
- Monitor activity areas and help maintain a safe, organized, and welcoming environment.
- Assist staff with setting up and breaking down equipment, tables, chairs, and supplies.
- Report maintenance issues, safety hazards, injuries, incidents, or participant concerns to the appropriate supervisor.
- Assist with tournaments, special events, camps, leagues, and other recreation programs as assigned.
- Help ensure facilities and activity areas are properly secured and organized at the end of scheduled activities.
- Performs other duties as assigned by supervisor.

Knowledge, Skills, and Abilities:

- Excellent customer service and interpersonal skills.
- Dependability, punctuality, and professional conduct.
- Strong organizational skills and attention to detail.
- Ability to manage multiple tasks in a busy environment.
- Good judgment and the ability to recognize when an issue requires management attention.
- Ability to maintain a safe and orderly work environment.
- Willingness to assist with a variety of office and recreational duties.

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Basic Qualifications:

- High school diploma or equivalent preferred.
- Previous experience in customer service, reception, recreation, athletics, or office support preferred.
- Strong verbal and written communication skills.
- Basic computer skills, including email, data entry, and office software.
- Ability to interact professionally with children, adults, parents, coaches, and the general public.
- Ability to work afternoon and evening shifts and occasional weekends as required.
- Ability to follow instructions, work independently, and function effectively as part of a team.
- Valid driver's license and reliable transportation

Physical Demands & Work Environment:

- Ability to sit, stand, walk, bend, and lift for extended periods during events or outreach activities
- Frequently required to lift, carry, or move items up to 25 pounds (e.g., event materials, displays, supplies)
- Use of hands and fingers to operate computers, phones, and standard office equipment
- Visual and auditory ability to respond to critical incidents and interact with the public
- Ability to work both indoors and outdoors in varying weather conditions
- Exposure to outdoor conditions including heat, cold, rain, and uneven terrain during events and site visits
- Occasional evening and weekend hours required to attend or manage community programs and special events

Work Schedule and Hours

- **Normal Gym Hours:** Monday through Friday, 2:00 p.m. to 6:00 p.m.
- **Seasonal Activities:** 2:00 p.m. to 8:00 p.m., as needed based on scheduled programs and activities.

Work hours may vary depending on facility operations, program schedules, special events, and the needs of the department.

Wages Starting at $12.00 per hour

This position plays a vital role in providing quality programming to the community, ensuring well-maintained facilities, and fostering an inclusive and engaging environment for participants of all ages.