

## Job Description

Mount Rainier Pool  
22722 19<sup>th</sup> Avenue S  
Des Moines WA 98198  
(206) 824-4722  
info@mtrainierpool.com

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**Job Title:** Front Desk/Administrative Specialist  
**Reports to:** Aquatics Manager and District GM  
**Classification:** Full-time, non-exempt (hourly)  
**Compensation:** \$27.91 to \$33.96 per hour (Grade 9), DOE + 16%  
benefits match (health and/or retirement)  
**Work Schedule:** Monday-Friday, 6:30am-3:30pm with one-hour break  
(*estimate work schedule*)  
**Deadline:** Open until filled. First review will be on Wednesday,  
August 23 at 5:00pm

### Overview:

This is a position that works at the front desk of the Mount Rainier Pool and works on other duties around helping customers, while performing administrative and clerical duties during slower times and pool closure/cleaning times (1-3pm). See below for more information. The Mount Rainier Pool is governed by the Des Moines Pool Metropolitan Park District. The position will be full-time, non-exempt, receive vacation and holiday pay, and 16% benefits that can be applied to health benefits and/or retirement.

### Essential Functions:

#### Front Office/Customer Service:

- Monitor daily performance of front office to ensure all records are completed *accurately, efficiently and timely*;
- Receive payment by cash, check, credit cards, vouchers, or automatic debits;
- Issue receipts, refunds, credits, or change due to customers;
- Count money in cash drawers at the beginning and ending of shifts to ensure that amounts are correct and that there is adequate change;
- Receive and help resolve customer complaints;
- Help train new employees in customer service policies, procedures, and best practices;
- Provide excellent customer service and ability to work as part of a team;
- Help maintain records and reports to managers;
- Identify and recommend solutions for office issues or problems;
- Prepares knowledge-based documents such as summaries and responses to frequently asked questions;
- Attend front office meetings and relay pertinent information to front office team members; and
- Balance daily deposits.

#### Administrative/Clerical:

- Process bi-monthly payroll for Mt. Rainier Pool employees. Process payments and benefit payments, monthly commissioner compensation payments and quarterly excise payments;
- Perform day to day financial transactions, including verifying, classifying, and recording accounts payable data;
- Reconcile the accounts payable ledger to ensure that all bills and payments are accounted for and properly posted;
- Verify and investigate discrepancies, if any, by reconciling vendor accounts and monthly vendor statements;
- Facilitate payment of invoices due by sending bill reminders and contacting clients;
- Generate reports detailing accounts payables status;
- Understands compliance issues around accounts payable processes (W-9, sales tax, etc.);
- As directed by the District General Manager, document standard work processes & maintain organized files for The District;
- Assist District General Manager in providing official District information to the public including public records and other agencies upon request; and
- Other duties as assigned.

#### **Qualifications:**

Knowledge of:

- Understanding of basic bookkeeping and accounts payable principles;
- Understanding of expense accounts and cost centers;
- Experience with spreadsheets and proprietary software;
- Understanding of record keeping and filing systems and practices; and
- Local government functions and practices a plus.

Ability to:

- Having a growth mindset and ability to learn new systems and processes;
- High degree of accuracy and attention to detail;
- Communicate effectively with verbal and written skills;
- Maintain effective record keeping systems, following established policies and procedures;
- Use resourcefulness and tact in public contacts in explaining procedures and regulations;
- Prepare financial and statistical reports;
- Operate standard office machines such as computers and copy machines; and
- Establish and maintain harmonious working relationships with other employees and the public.

#### **Education and Experience:**

Experience in bookkeeping, customer service and/or administrative experience or worked as an assistant in these areas. Education/training in bookkeeping or accounting a plus.

Other Considerations:

- Must be able to pass a WSP & FBI background check, and Financial Background Check.

**Benefits**

The District offers the following benefits to full-time employees.

- 16% benefits for Association of Washington Health Insurance and/or State of Washington Deferred Compensation Program (retirement);
- 10 days of annual sick leave;
- 10 days of annual vacation leave;
- State-observed holiday leave; and
- Competitive pay that is reviewed annually.

**Equal Employment Opportunity**

The District follows best practices including Equal Employment Opportunity (EEO). No person is unlawfully excluded from employment opportunities based on race, color, religion, national origin, sex (including gender identity, sexual orientation and pregnancy), age, genetic information, disability, veteran status, or other protected class. Our EEO policy applies to all employment actions, including but not limited to recruitment, hiring, selection for training, promotion, transfer, demotion, layoff, termination, rates of pay or other forms of compensation.

**How to Apply:**

To apply for the position, please complete a Cover Letter with Salary Expectations, Resume, Work History and three Professional References. Position open until filled. First review will be on Wednesday, August 23 (2023) at 5:00pm.