Recreation Front Desk/Program Aide Job Description

Job Title: Recreation Front Desk/Program Aide
Department: Parks & Recreation
Reports To: Assistant Recreation Director

Position Purpose:
Serves as the first point of contact for the public at Parks & Recreation facilities. Provides customer service, registration support, and clerical help for ongoing programs and seasonal operations. Will assist in recreational programming as needed.

Supervision:
Reports to Assistant Recreation Director; receives functional oversight from the Program Coordinators and/or Administrative Assistant. Does not supervise other staff.

Essential Functions:

- Greet visitors and respond to general questions in person, by phone, or email
- Process registrations, payments, and manage account information using department software
- Provide program information and assist in resolving scheduling or enrollment issues
- Assist with room and facility signage, flyers, and bulletin board updates
- Support coordinators and pool supervisors with clerical or operational tasks
- Track attendance or sign-in sheets as required
- Maintain a tidy and welcoming front desk area
- Support and oversee in-house programming (under supervision of Program Coordinators)
- Perform related duties as assigned.

Minimum Qualifications:

- Strong communication, organizational, and basic computer skills
- Ability to multitask and remain professional with the public
- CORI/SORI clearance

Preferred Qualifications:

- Prior experience in a customer service, clerical, or municipal environment
- Familiarity with recreation or seasonal program operations
- CPR/First Aid certification

Pay Grade 1 (Part-Time): Recreation Front Desk/Program Aide
Hourly Rate: $16.00–$21.00/hour

Schedule:
Part-time, non-benefited. Hours vary depending on season and program load; up to 19 hours per week. May include weekday mornings, afternoons, or early evenings.

EEO Statement:
The Town of Sudbury is an Equal Opportunity Employer. All qualified candidates are encouraged to apply.