



**Community Recreation Association**  
400 Main Street • Dalton, MA 01226  
413-684-0260 • [daltoncra.org](http://daltoncra.org)



## **– CRA JOB OPPORTUNITY – FRONT DESK STAFF**

**JOB TYPE** Part-time  
**PAY** \$14.25 per hour

### **POSITION SUMMARY**

This position is responsible for handling front office reception and administration duties, including greeting customers, answering the phone, and handling inquiries and general office tasks. A provision of security is required to secure facility during open/close of business

### **ACCOUNTABILITIES**

- Prepare business for opening to include walkthrough to turn lights on/off the main level and basement/pool level
- Answer phones / transfer phone call to appropriate staff members
- Provide information about our programs
- Greet and welcome customers
- Renew/create memberships for new or returning members
- Take payments at cash register
- Cash out and make bank deposits
- Sign up members for programs/camps/sports/swim lessons
- Make copies, collate and staple packets

### **PHYSICAL REQUIREMENTS**

- Able to lift, push/pull up to 15 lbs.
- Ability to remain seated/standing for brief periods of time, climb stairs and walk short distances

### **CORE COMPETENCIES**

- Possesses strong core ethics, integrity, and values consistent with CRA's organizational principles
- Builds effective relationships, identifies internal and external customer expectations, and offers practical, mutually beneficial recommendations, solutions & ideas
- Demonstrates the knowledge and abilities necessary to perform required job elements to established standards.
- Basic understanding of technology to include telephones, data entry, computer skills (such as Word, Excel, Publisher)

### **ESSENTIAL SKILLS AND EXPERIENCE**

- Demonstrated ability to receive, understand and fully comply with oral and written directions and instructions
- Demonstrated ability to work well and effectively with others
- Demonstrated ability to achieve quality and productivity standards

**The Dalton CRA is an Equal Opportunity Employer**

**Send your resume and cover letter to:**  
**[bwilkins@daltoncra.org](mailto:bwilkins@daltoncra.org) or**

**Brianna Wilkins • Dalton CRA • 400 Main Street • Dalton, MA 01226**