



JOB DESCRIPTION
CLASSIFICATION SPECIFICATION

JOB TITLE: MEMBER SERVICES CLERK
REPORTS TO: CORE PARKS PROGRAM SUPERVISOR
DEPARTMENT: PARKS & RECREATION
DIVISION:
GRADE: BARGAINING
FLSA STATUS: NON-EXEMPT
UNION AFFILIATION: AFSCME
CIVIL SERVICE: CLASSIFIED

JOB SUMMARY:

Under the direct supervision of the CORE Parks Program Supervisor, this position supports membership growth and manages the customer care and member retention programs for the CORE (Center of Recreation and Education). Duties include financial recordkeeping; maintenance of budget documents; reconciliation of revenue producing programs such as insurance based program (i.e. Silver Sneakers); support of member services and related documentation (i.e. waiver forms, membership, class fees etc); performs general administrative and clerical tasks on an as needed basis , including answering phones, greeting patrons, interacting with the public to process payments, registrations, and general customer service etc.; while providing support to other divisions as assigned.

QUALIFICATIONS:

Completion of secondary education (high school or GED) with a 2-year associate degree in business, accounting, marketing, office administration, or related field preferred; plus, a minimum of two (2) years of computerized bookkeeping/accounting support and financial recordkeeping experience in a business, recreation, or public entity setting is required. Experience must include use of Microsoft Word and Excel.

Must possess a valid State of Ohio driver's license and ability to maintain continuing eligibility under the existing City driver eligibility standards.

ESSENTIAL JOB FUNCTIONS:

Include but are not limited to the following.

- Processing of revenue and cash including processing, tracking, and deposit daily receipts from multiple sources including facility rentals, sports tournaments, membership, and user fees. Handling of daily cash, check, and credit card transactions.
- Accounts payable/receivable tasks of handling vendor invoices, issue refunds, and track purchase orders to ensure division compliance and expenses are within available funds. Verifies accuracy of invoices, processes purchase orders, and provides appropriate related documentation.
- Provide clerical support for member retention program; including but not limited to member follow up, emails, incentives, surveys and outreach campaigns for new customers and existing customers.
- Provide support in tracking and promoting the insurance-based programs, such as Silver Sneakers. Generate reports and logs.

- Coordinate rental agreements and events as assigned.
- Assist in annual budgeting process by gathering data, creating spreadsheets, etc. under the direction of the CORE Supervisor.
- Actively promote new member enrollments and new member promotions.
- Support all front desk operations with Parks software and access control computer support and customer interaction.
- Enhance and contribute to public outreach; including what is distributed and communicated on the website. May assist in the preparation of marketing materials.
- Cooperate with and interpret park and recreation philosophies to public and private groups, agencies and the public.
- Represent the CORE at city events and public outreach events as assigned.
- Research competing markets, programs, fitness clubs in comparing prices, rates, etc.
- Monitor and review trends with membership enrollments and program head counts and make recommendations accordingly.
- Assist in the preparation of specifications, estimates, bids and contractual services as assigned.
- Other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES (*indicates developed after employment):

Knowledge of: Budget planning; marketing; CORE facility rules and procedures*; familiarity with generally accepted accounting principles (GAAP) and governmental accounting standards.

Skilled in: Reservation efficiency; math calculations; financial reporting; accuracy; a high level of public relations and customer service; Microsoft Office software (Excel, Word, Outlook); copier, fax, PC, and scanners.

Ability to: Work early morning hours and weekend events as needed; discern and address CORE member needs; present pleasant demeanor as CORE front desk representative; demonstrate helpful interpersonal skills; develop and maintain effective relationships with co-workers and CORE members; effectively communicate information, memberships, and policy to external customers, and effectively communicate with all city departments both orally and in writing.

PHYSICAL DEMANDS STRENGTH RATING:

In accordance with the U. S. Department of Labor physical demands strength rating, this is considered light work. Regularly required to reach with hands and arms, stand, walk, and use hands to finger, handle, feel or operate objects, tools, or controls and utilize visual acuity. Occasionally required to sit, climb or balance, stoop, kneel, or crouch.

APPROVALS: (Include Name, Title, and Date Approved by HR, Supervisor and Director)

<i>Pam Serina</i>	<i>HR Manager</i>	<i>6/15/2026</i>
<i>Valerie Wax Carr</i>	<i>Director of Public Service</i>	<i>6/15/2026</i>
BARGAINING POSITION: AFSCME		

CREATED & REVISIONS:

<i>Legislation #:</i>		<i>Legislation Date:</i>	
<i>Revision Dates:</i>	<i>6/15/2026</i>		