



Tahoe Donner Association Job Description

Job Title: EQ Office Associate
Job Code: 466
Department: Equestrian
Reports To: Equestrian Manager
Class Code: 8810
FLSA Status: Non-exempt
Salary Level: Hourly 14
File Name: EQ Office Associate.doc
Prepared Date: 04/04/09, updated 4/27/11, 5/13/15

SUMMARY

Under the direction of the Equestrian Manager, the Office Associate is responsible for the daily operation of the Equestrian Office including answering telephones, greeting guests, taking reservations, cleaning the office area and restrooms and operating the point of sale computer.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Provide excellent service to customers, employees, and business partners.

Answer telephones and greet customers to effectively give information on the services offered, answer questions and take reservations.

Operate a point of sale computer and receive monies from customers.

Organize paperwork affiliated with lessons, trail rides, boarding, and other equestrian record keeping functions.

Keep up to date with current Equestrian and Association policies and procedures.

Clean and sanitize the restrooms, office area and entry area at the center.

Assist Equestrian Manager with other equestrian duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to communicate effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Current Cardiopulmonary Resuscitation (CPR) and First Aid certifications recommended.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and communicate. The employee frequently is required to remain stationary. The employee is frequently required to move; position self close to floor, or crawl; and use sense of smell. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts. The employee is frequently exposed to fumes or airborne particles and risk of electrical shock. The employee is occasionally exposed to toxic or caustic chemicals and outside weather conditions. The employee is occasionally exposed to the outdoors and livestock. The noise level in the work environment is usually moderate.

By signing below, I acknowledge that I have received and read the above job description.

EMPLOYEE NAME

_____/_____
EMPLOYEE SIGNATURE DATE