PART TIME FRONT DESK RECEPTIONIST
DAVID E. ANDERSON SENIOR CENTER
WILLOUGHBY PARKS & RECREATION DEPARTMENT

The City of Willoughby is seeking an exceptional individual for the position of Part-Time Front Desk Receptionist to provide clerical and customer service support in our Recreation division. This beautiful suburban community contains over a dozen parks, two municipal pools and a bustling senior center that services as a recreation center for the rest of the City on nights and weekends. This position we are seeking to fill is at the David E. Anderson Senior Center at Union Village. The front desk staff are the first point of contact for the senior center members and are the face of the City of Willoughby to our members and the public as a whole. The ideal candidate must courteously and concisely serve the needs and requests of the members.

This is a part time position that will report to the Senior Center Manager. The hours of the front desk are Monday – Friday, 8:00am – 4:30pm; this position will work Monday, Tuesday and every other Wednesday, from 8:00am – 4:30pm. Starting pay is $15/hr.

The successful candidate must possess a High School diploma or equivalent and ideally will have two or more years of clerical experience in a public facing receptionist type of setting or an equivalent combination of education and experience to provide sufficient evidence of successful performance of the essential duties of the job. Additionally, must possess strong customer service, administrative and organizational skills and have a working knowledge of the MS Office Suite, specifically Word, Excel, and Outlook; experience in Publisher is a plus.

Interested candidates should send a resume to the Human Resources Department, Willoughby City Hall, 1 Public Square, Willoughby, OH 44094 or HRjobs@willoughbyohio.com by November 26, 2025 Refer to http://willoughbyohio.com/government/employment/ for more details

AN EQUAL OPPORTUNITY EMPLOYER

See next page for Full Job Description

PART-TIME SECRETARY
SENIOR CENTER

RESPONSIBILITY: This position is responsible to provide customer service and clerical support to ensure the efficient operation of the front desk at the David E. Anderson Senior Center. Work involves routine phone calls, answering questions and providing directions to members of the senior center and the general public. Work is performed under the general direction of the Senior Center Manager.

ESSENTIAL DUTIES: (These are examples only. Any employee may be required to perform other duties in an emergency, or for short periods of time when substituting for another worker who is on authorized leave without any change in title or rate of pay.)

- Greets visitors and answering phones; directs person(s) to the appropriate personnel, location, and/or program and/or takes messages
- Provide customer services by answering phone calls, taking registrations over the phone and answering routine questions regarding the programs being offered in the most up to date newsletter
- Performs cashiering duties, accepts payments in person, through the mail, over the phone and process payments through online system.
- Balance cash drawer and reconcile the daily cash register at the end of the day.
- Familiar with use of credit card machine, copy machine, computers, and other general office equipment as necessary.
- Perform Data entry for membership and activity registration with City software for member registration, programs, and trip registrations.
- Communicate efficiently with co-workers and discuss daily changes and updates that occur.
- Distributing messages, light office work (copy making, filing, phone calls, registration).
- Provide tours of the Center and Fieldhouse
- Assist in “Dial-A-Ride” application process
- Escort day trips to theatres, lunches, shopping venues, on an as needed basis.

Performs other duties of a similar nature or level.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of general clerical/office practices and procedures including basic office work-flow procedures.
- Knowledge of the English alphabet system and Arabic numbering system sufficient to file documents.
- Must be proficient in Microsoft Office Suite, including Word, Excel and Outlook.

- Skill in written English sufficient to process mail, file documents, etc.
- Skill in communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
- Ability to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects.

MINIMUM TRAINING AND EXPERIENCE REQUIREMENTS

High school diploma or its equivalent (G.E.D.) or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

SERVES AT THE PLEASURE OF THE MAYOR