

**SNOHOMISH COUNTY JOB DESCRIPTION**  
**PARKS RESERVATION/FACILITY SPECIALIST II**

Spec No. 3414

**BASIC FUNCTION**

Responsible for overseeing the daily business, financial and customer service operations of the Parks Reservation Front Desk. Trains and monitors the work of seasonal and regular staff. In addition performs all duties of the Reservationist I.

**STATEMENT OF ESSENTIAL JOB DUTIES**

1. Oversees the field reservations and payment on-line reservation system; provides support to customers for park services, programs, events and facility amenities, policies, procedures and schedules; processes and completes confirmation forms/packets, insurance, and payment receipts.
2. Processes end of day settlement and verification for reservation system; oversees and prepares bank deposits; processes refund requests and enforces refund/ cancelation policy.
3. Manages room rental sales, scheduling, event staffing, and contracts; supervises, trains and coordinates the Event Hosts to ensure adequate staffing for events; verifies and processes damage deposit refunds.
4. Develops, modifies and maintains the external web site and acts as site owner for department; troubleshoots issues and works to resolve as needed. Responsible for the social media site to promote current events and market park resources.
5. Develops, maintains and updates computerized systems, application/confirmation forms and related processes, policies or instructional changes.
6. Provides direction of the front desk operations; trains and monitors performance of seasonal help on reservation system and front office operations and phone system.
7. Manages telephone system; assists with repairs and changes; recommends for switchboard voicemail tree configuration updates.
8. Responsible to establish the policy and controls to maintain and organize the on-site resource library, records room, records retention/destruction and off-site record storage.
9. May participate in Program Team or Camping Team that develops, coordinates and implements programs or makes recommendations for facility improvements.
10. Develops and maintains e-mail lists for distribution, responsible for seeing that lists are updated with most current data and are ready for distribution for certain facility projects or upcoming activities; develops and implements distribution schedule.

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STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

11. Develops and oversees the database or documents for feedback forms, Failure-to-Pay notices, surveys and other required data; creates and updates surveys and forms as needed; compiles reports for management analysis.
12. Drafts and reviews the scope of work for janitorial services; coordinates and provides feedback to janitorial services, oversees the stocking of supplies and initiating work orders to facilitate proper maintenance of rental facilities.
13. Conducts facilities market analysis and makes recommendations to management for annual rental fee review.

STATEMENT OF OTHER DUTIES

14. May coordinate hiring of 12-day Fair seasonal workers, including job placement and orientation
15. Provides other Administrative, Accounting and Program/Marketing support as needed.

MINIMUM QUALIFICATIONS

Associate's degree in business, public relations, tourism, recreation or closely related field; AND three (3) years of increasingly responsible experience in office operations and/or parks and recreation services; PLUS one (1) year of experience with room rentals and event contracts; OR, any equivalent combination of training and/or experience which provides the required knowledge and abilities. Must pass job related tests.

PREFERRED QUALIFICATIONS

Experience working with computer-based reservation systems is preferred.

Marketing experience preferred.

SPECIAL REQUIREMENTS

A valid Washington State driver's license is required for employment.

KNOWLEDGE AND ABILITIES

Knowledge of:

- computer-based reservation system operation, software and processes
- multi-line telephone systems

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KNOWLEDGE AND ABILITIES (Continued)

- customer service
- Snohomish County Parks policy and codes
- governmental accounting practices
- standard office practices and procedures
- rules of grammar, spelling, punctuation and word usage
- social media concepts
- web management system information, changes and updates
- HTML, CSS, and JavaScript to create web content and solve issues
- trends within the market and technology to ensure department is meeting customer needs

Ability to:

- operate standard office equipment
- operate multi-line phone systems
- train others in the use of reservation system, event hosting, and office procedures
- work under pressure in an open public environment to accommodate requests by citizens/customers
- be comfortable working in an open and public environment
- communicate effectively both verbally and in writing
- use technical/analytical skills to solve problems
- communicate clearly and professionally, verbally, aesthetically, imagery and in writing
- establish and maintain effective working relationships with clients, departments, vendors and associates
- work under pressure and meet deadlines
- organize workload and prioritize tasks

SUPERVISION

The employee reports to and receives general direction from an administrative superior.

WORKING CONDITIONS

Majority of the work is performed in the usual office environment with three or more hours per day focusing on a computer screen and some trips to various county park locations. Employee will be required to work evenings and weekends as necessary.

Snohomish County is an Equal Employment Opportunity (EEO) employer.  
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

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Class Established: December 2017  
EEO Category: 6 – Administrative Support  
Pay Grade: 312 - Clerical Pay Plan  
Workers Comp: 5306 Non-Hazardous