

**NONAPPROPRIATED FUND (NAF) POSITION GUIDE**

1. POSITION NUMBER 20136	FLSA	X	NONEXEMPT	2. ORGANIZATION AND LOCATION 61 FSS/FSCO-Information, Ticket and Tours (ITT) Los Angeles AFB, CA
			EXEMPT	

3. POSITION TITLE RECREATION SPECIALIST (ITT)	4. CLASSIFICATION NF-0188-III	5. CLASSIFIED BY Elena G. Andrade 61 FSS/FSMH	6. DATE 20160518
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**DUTIES AND RESPONSIBILITIES**  
 Under direct supervision of the Outdoor Recreation Manager the Incumbent is responsible for selling tickets and reservations by effectively using the POS (RecTrac) and other online ticket outlets, designated by the Military Ticket Programs and in accordance with local operating procedures for handling ticket inventory. Accountable for knowledge of all current ticket prices, published ticket price list, refund/cancellation policies, varied events, dates, times, location and providing to patrons. Maintains daily ticket inventory and ensures tickets are properly safeguarded and accounted for. Conducts monthly and other periodic inventories/audit of tickets and/or merchandise. Provides administrative duties with daily/weekly accounting reports, reconcile and submits accurate end of month sales reports due 2<sup>nd</sup> business day. Ordering attraction and travel brochures, ordering annual/seasonal tickets, maintaining accurate monthly records, updating POS (RecTrac) with new event codes/prices, running POS system reports and audits. Operates a cash register account for cash and tickets on a daily basis prepares, submits cahier reports, and corrects all errors in accordance with department standard Operating procedures. Cash checks and take payments for Club membership program. Provides training to all new employees. Provide customer services via all outlets for communication and respond to all customers calls, emails, faxes, and in office inquiries, deals with public complaints and advises immediate supervisor of those more serious in nature. Ensures overall cleanliness of the ITT areas, upkeep of ordering brochures, flyers, posters and promotional materials, maintains and updates bulletin boards. Contacts various commercial activities and other agencies to obtain up to date information regarding pricing, specials, discounts, and other pertinent information. Responsible for ITT Marketing monthly submissions. Performs other related duties as assigned.

**QUALIFICATIONS**  
 Must have responsible experience in clerical, office, cash handling, or retail sales work of any kind which demonstrates the ability to perform satisfactory at the grade level of the position. Experience must demonstrate knowledge of proper cash handling procedures, the ability to resolve common arithmetic problems used when receiving payment from customers, and the ability to operate cash register or point of sales system. Must be able to read, write and speak English and able to communicate effectively. Must possess skill dealing with the public. Computer skills and Microsoft Office knowledge required. Must be able to satisfactorily complete a National Agency Check with Inquiries (NACI).

**PERFORMANCE STANDARDS**  
 Produces quality work in a thorough, accurate and timely manner, demonstrates a satisfactory level of technical competence. Must work independently with minimal supervision, be a self-starter and communicate with Supervisor and the general public. Member is required to strictly adhere to all rules, regulations, instructions, locally established policies and chain of command. Keeps supervisor apprised of all work status and potential issues. Uses time efficiently and show initiative. Maintains good working relationship with supervisor, co-workers, and others with whom contact is made. Reports to work as scheduled and provide ample notification of absences, when possible. Provides quality customer service, treating internal and external customers in a courteous and professional manner. Follow safety guidelines. Complies with mandatory and directed training requirements.

**TRAINING**  
 All formal and informal training as deemed necessary by management. May include OJT, TDY, video/telephone conferences, and correspondence courses.

I certify that this is an accurate statement of this position and that the position is necessary to carry out nonappropriated fund functions for which I am responsible. This certification is made with the knowledge that this information is to be used for regulatory purposes relating to appointment and payment of nonappropriated funds and that false or misleading statements may constitute violations of such regulations.

SIGNATURE AND TITLE OF IMMEDIATE SUPERVISOR  Supervisory Recreation Specialist (cc)	DATE 28 March 17
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