



*The mission of
North County Recreation
District is to promote the
educational, recreational,
social and physical
well-being of the entire
north Tillamook County
community by offering
activities for all
ages and abilities in an
inviting environment.*

**Aquatics | Fitness
Activities for Adults
Performing Arts Center
Rex Champ Ball Field
Youth Center**

**PO Box 207
36155 9th Street
Nehalem OR 97131**

**855.444.6273
www.ncrd.org**

Position Title: Patron Relations Specialist

Department: North County Recreation District (NCRD)

Reports To: Finance Manager

Status: Part-Time

Pay Range: \$18.50 – \$24.50 per hour, DOE

Position Summary:

The Patron Relations Specialist is a vital member of the North County Recreation District (NCRD) team, serving as the welcoming face of the District. This dynamic role consolidates and replaces the previous Welcome Center Staff, Fitness Attendant, and Aquatic Center Receptionist positions. The primary goal of the Patron Relations Specialist is to ensure every interaction with patrons is positive, informative, and efficient.

This customer-focused position is responsible for greeting guests, conducting transactions, registering patrons for memberships, classes, and programs, and assisting with maintaining clean and inviting public spaces. The Specialist is often the first point of contact and plays a key role in fostering a friendly, professional, and supportive atmosphere throughout the District's facilities.

Key Responsibilities:

- Provide exceptional customer service to all patrons in person, over the phone, and electronically
- Process payments and conduct accurate transactions for facility access, classes, and retail items
- Assist patrons in registering for memberships, programs, classes, and events
- Ensure a positive and welcoming atmosphere in all facilities, with special attention to guest comfort and needs
- Answer questions and provide accurate information about NCRD services, programs, policies, and schedules
- Maintain cleanliness and orderliness of the Welcome Center, Fitness Center, and Aquatic Center reception areas
- Monitor and report facility issues, patron concerns, or unusual behavior to supervisors
- Support NCRD's mission to provide inclusive recreational and educational opportunities
- Other duties as assigned to support departmental and District-wide goals

Qualifications:

- High school diploma or equivalent
- Strong interpersonal and communication skills
- Ability to work independently and as part of a team
- Basic computer proficiency
- Commitment to customer service and community engagement

Work Environment & Schedule:

- This is a part-time, hourly position
- Work hours may include early mornings, evenings, weekends, and holidays
- Must be able to sit or stand for extended periods and occasionally lift up to 25 pounds

North County Recreation District is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees and patrons.