

Computer/Software/Rec1

- Computer Log In
- Starting Payment Mate
- Sign in on Rec 1
- Searching for an existing account
- Creating a new account
- Adding account member to an account that has already been created
- Editing an account and viewing current memberships or past transactions
- Registering for passes (having someone's email for the waiver)
- Paper Waivers(no email)
- Our Daily Bread Rec Passes
- Taking pictures for passes
- Editing card numbers on memberships
- Searching programs in Rec 1
- Registering someone for a class
- Booking a Civic Center Rental
- Booking a pavilion rental
- Booking a field rental
- Making adjustments to rentals
- Taking payments in person and over the phone
- Withdrawing and reregistering to the right class (transferring classes)
- Scholarships
- Denton Fit Scholarship (Employee)
- Silver Sneakers & Renew Active
- Setting up receipt printer
- Non-resident fee
- Code for office safe
- Lost and found
- Using different payer accounts
- Payment plans and using card on file for transactions
- Summer Camp Deposits
- Helping customer find website to register online
- Vendor Permits
- Bowling Green
- Cemeteries
 - Burial permits
 - Monument permits
 - Deeds
 - Spreadsheets
 - Ledger Book

Customer Service

- Calling out on phone
- Answering the phone/Phone Etiquette
- Checking voicemail
- Transferring phone calls
- Employee number list (staff directory)
- Passing on customer concerns via phone or email to proper contact

Building

- Opening and closing of building
- Setup up meeting rooms
- Entering Work Orders
- Tours – If Megan is not available
- walking track arrow

Reconciliation

- Printing Rec 1 close out summary
- Balancing Drawer
- How to run tape
- Counting drawer at start-up
- Printing Summary Report for Payment Mate
- How to fill out deposit slip & Bag
- Reconciliation Report

Expectations

- Send emails vs. leaving notes for supervisor or Teams
- Using when to work to look up shifts and request days off
- Check emails regularly for updates and new procedures
- Approving time on Kronos

Other

- Changing receipt tape
- Coke & food vending machines refunds