

RECREATION ADMINISTRATIVE ASSISTANT

DEFINITION

Position is responsible for providing clerical, administrative and customer service assistance for the efficient and effective operation of the Department.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Provides administrative and customer service assistance to the Recreation Department; prepares correspondence and reports; maintains and updates filing system for office; prepares and maintains office records and reports;
- Provides information and assistance to the public; responds to inquiries, requests, and complaints on the telephone and in person; explains Department programs and policies; and refers individuals to other resources as deemed appropriate;
- Provides information and assistance regarding the registration, application, and permit processes for Department programs and services; collects, verifies fees, and reconciles fees to meet program and service requirements. Records and deposits fees accordingly;
- Gathers materials and equipment for departmental programs and service;
- Performs clerical duties of office; screens telephone calls, sorts and distributes mail, operates and maintains office equipment;
- Processes all Department invoices, accounts payables, completes vouchers and records receipt of supplies;
- Completes payroll for all program and permanent staff;
- Prepares and issues monthly newsletter and manages mailing list;
- Assists with staff hiring, including advertising for positions, reviewing resumes, interviewing and training;
- Maintains website and social media accounts;
- Processes employee paperwork;
- Monitors inventory and supplies and orders supplies when needed;
- Assists with booking rooms in the Community Center;
- Answer phones, return phone and email messages in a timely manner;
- Processes accounts receivables and account payables;
- Communicates efficiently and effectively with program participants, department heads, recreation commissioners, and Recreation Director, vendors;
- Organize and manage files and records
- Performs registration work for recreational programming and events
- Maintains reservations, calendar, and permitting of rental facilities;

- Assists with production of marketing and sponsorship materials, such as fliers, brochures, and press releases.
- Performs other related job duties as necessary.

SUPERVISION RECEIVED

Under general direction, employee plans and prioritizes the majority of work independently, in accordance with standard practices. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor.

JUDGMENT

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex. Judgment is used in analyzing specific situations to determine appropriate actions. Requires understanding, interpreting and applying federal, state and local regulations.

NATURE AND PURPOSE OF CONTACTS

Relationships are constantly with co-workers, vendors, the public, groups and/or individuals such as peers from other organizations, and representatives of professional organizations. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance, including departmental practices, procedures, regulations or guidelines.

CONFIDENTIALITY

The employee has regular access at the departmental level to a variety of sensitive and confidential information.

EDUCATION AND EXPERIENCE

High School diploma or equivalent, and three years of related experience or any equivalent combination of education and experience. CPR and First Aid certification preferred.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Thorough knowledge of office practices and procedures. Working knowledge of Microsoft Office and Excel.

Ability: Ability to work independently, communicate effectively with others both orally and in writing, meet deadlines, establish and maintain harmonious working relationships, maintain

Effective March 2020

confidential information, pay attention to detail, process workload efficiently and accurately, prepare technical reports. Ability to handle numerous, diverse and complex projects at one time. Ability to be diplomatic, professional and courteous when dealing with others, especially in contentious or confrontational situations. Ability to meet deadlines. Ability to work independently and prioritize tasks. Ability to multi-task. Ability to provide excellent customer service.

Skill: Customer service, communication, and organizational skills. Strong technology skills.

WORK ENVIRONMENT

The work is performed in an office environment.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

The work involves physical skills typical of an office environment, including sitting, standing, walking and stooping. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

Motor Skills

The work may require motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes.