



## **Recreation Assistant**

Parks and Recreation

PR/12

### **JOB SUMMARY**

This position provides clerical and customer service support of Community Center operations.

### **MAJOR DUTIES**

- Greets patrons and verifies memberships.
- Collects payments for classes, memberships, team fees, and other programs and services.
- Signs up guests for new memberships.
- Answers telephone and greets visitors; provides information and assistance; transfers to appropriate personnel.
- Performs the duties of the Office Manager in his or her absence.
- Closes and opens building.
- Enforces Community Center policies and procedures.
- Assists in mail-outs and call-outs for expiring memberships.
- Maintains inventory of front desk supplies; reorders as needed.
- Enters information into computerized database.
- Coordinates Summer and Christmas Day Camps; plans field trips; hires, trains, and supervise staff.
- Updates bulletin boards.
- Makes copies.
- Ensures special program fees are up-to-date; contacts participants to make updates.
- Performs related duties.

### **KNOWLEDGE REQUIRED BY THE POSITION**

- Knowledge of modern office practices and procedures.
- Knowledge of computers and job-related software programs.
- Knowledge of customer service principles and practices.
- Skill in the maintenance of files and records.
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier.
- Skill in oral and written communication.

#### SUPERVISORY CONTROLS

The Office Manager assigns work in terms of somewhat general instructions. The supervisor spot-checks completed work for compliance with instructions and established procedures, accuracy, and the nature and propriety of the final results.

#### GUIDELINES

Guidelines include department policies and procedures. These guidelines are generally clear and specific but may require some interpretation in application.

#### COMPLEXITY/SCOPE OF WORK

- The work consists of related clerical and customer service duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to provide clerical and customer service support for Community Center operations. Successful performance contributes to the efficiency and effectiveness of those operations.

#### CONTACTS

- Contacts are typically with coworkers, other city personnel, and the general public.
- Contacts are typically to exchange information, resolve problems, and provide services.

#### PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while intermittently sitting, standing, or stooping. The employee occasionally lifts light objects.
- The work is typically performed in an office.

#### SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

## MINIMUM QUALIFICATIONS

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/ internship or having had a similar position for one to two years.