



Administrative Assistant

This job description is intended to present a descriptive list of the range of duties performed by employee(s) in this municipality and is not intended to reflect all duties performed within the job.

SUPERVISOR: Parks and Recreation Director

SUPERVISE:

SUMMARY DESCRIPTION

Under the general supervision of the Park and Recreation Director, oversees and participates in the operation, supervision, and maintenance of the Civic Center; assists the Office Manager with routine administrative and secretarial duties.

EXAMPLES OF WORK PERFORMED

ESSENTIAL FUNCTIONS: *The following examples of work are illustrative only and are not intended to be all inclusive*

Supervises Civic Center activity areas including all patrons in those areas and enforces all policies and regulations fairly; supervise conduct of individuals using all activity areas.

Performs facility checks frequently to ensure proper and safe usage of facility.

Completes all necessary paperwork including shift deposit reports, cash receipts reports, accident/and or incident reports, and any other forms or reports as needed; reports serious accidents or incidents to Park and Recreation Director.

Communicates equipment, facility, operation problems, physical hazards or unsafe conditions to the Parks and Recreation Director or other staff member; if necessary, take immediate steps to reduce hazardous situation or condition as needed.

Prepares customer invoices and statements as assigned; takes and processes program registration and membership enrollment forms.

Composes and prepares written correspondence in final format; maintains an accurate filing system, forms, reports, information sheets, brochures, flyers, and registration forms at front desk.

Assists staff with maintaining Civic Center bulletin boards and prepares promotional materials and facility and activity punch cards as needed.

Performs customer registration duties to include recreation program registration and membership enrollment; insure registration procedures are followed and appropriate fees are collected.

Handles point-of-sale monetary transactions to include accepting payments, making change, issuing receipts, and balancing cash drawer at end of shift.

Oversees facility reservation process to verify availability of select facilities and accept advance reservations, deposits and payments.

Performs reception duties to include answering the telephone, transferring calls, taking messages, and greeting facility patrons in a friendly, tactful, and courteous manner; maintains an acceptable appearance wearing approved staff apparel.

Handles initial grievances and/or disciplinary cases involving Civic Center patrons.

Assists in the orientation of Civic Center patrons to the use of the facility; conducts guided tours to new and potential Civic Center patrons; answers general questions regarding the Civic Center and memberships

Implements and performs emergency management procedures when necessary.

Assists custodial staff to insure patrons are presented with a clean, neat, and tidy facility; perform basic duties such as vacuuming carpets, sweeping and mopping floors, picking up trash, disinfecting high traffic areas, and putting away equipment as needed

Reports any mechanical problems, malfunctions, or repairs to the Buildings Maintenance Supervisor as necessary.

Performs related duties as required and assigned.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Customer service and public relation methods and techniques.
- Department and scope of services provided.
- Records management including record keeping and filing principles.
- Principles and practices of business correspondence, English usage, spelling, grammar and punctuation.
- Basic mathematical principles.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Ability to:

- Planning, organizing, and implementing multi-faceted activities of Civic Center.
- Perform and complete multiple tasks and coordinate several activities at the same time.
- Work with frequent interruptions with a high degree of public contact by phone or in person.
- Plan and organize work to meet changing priorities and activities.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain records and reports.
- Deal constructively with conflict.
- Understand and follow oral and written instructions.
- Respond tactfully, clearly, concisely and appropriately to inquiries from the public.
- Establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office and indoor environment with some travel to different sites; may be required to work extended hours including evenings and weekends and may be required to travel outside of City boundaries to attend meetings.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and indoor facility setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment and various other equipment to perform job duties requiring repetitive hand movement and fine coordination; to travel to other locations using various modes of private and commercial transportation; to verbally communicate to exchange information; normal visual and hearing range.

EDUCATION AND EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge and ability is qualifying. A typical way to obtain the knowledge and abilities would be:

- **Education/Training:** Graduation from high school or GED equivalent; College degree preferred or any equivalent combination of training and experience that provides the required skills, knowledge and abilities. Computer knowledge with experience in word processing, spreadsheet, and internet applications. Experience in a position requiring completion of multiple tasks at one time.

License/Certification: Must be able to obtain CPR, AED and First Aid certifications within six months of employment.