



ORGANIZATION: City of Lincoln City
JOB TITLE: Recreation Administrative Assistant
FLSA STATUS: Non-Exempt, Grade 6
UNION: AFSCME
UPDATED: August 2018

PURPOSE OF POSITION: Present a positive, warm and helpful presence when greeting and responding to the needs of customers of the Community Center. Perform a wide variety of administrative tasks in support of the Recreation Department and its programs.

ESSENTIAL JOB FUNCTIONS:

Provide friendly, professional and knowledgeable front desk presence at the Community Center. Represent the Community Center in a positive manner and demonstrate excellent customer service, good judgment and strong communication skills to a diverse population while answering the telephone, greeting visitors, checking in customers, making membership badges, scheduling rentals and responding to public inquiries and/or complaints regarding program activities. Provide helpful information and/or properly refer to appropriate department or person based upon inquiry. Document inquiry sources.

Perform a variety of general office tasks in support of the Community Center and the Recreation Programs, including filing, photocopying and distributing mail as well as conducting research and sharing information with program participants and volunteers. Draft reports as needed. Also responsible for ordering office supplies and creating purchase order requests as directed.

Refer prospective and new customers to Member Services and back-up Member Services as needed. Back-up duties include giving tours and answering questions.

Act as a key holder. Regularly open or close the building and perform opening and closing activities related to the Front Desk operations.

Support the sales efforts of the Community Center. Receive and receipt payments for membership sales and program fees paid by participants. Maintain accurate account records. Accurately balance till at the beginning and end of each shift.

Coordinate and track local employer memberships (Samaritan Health System, North Lincoln Hospital Foundation and North Lincoln Fire and Rescue). Includes documenting usage and managing the aquatic voucher program.

Coordinate scholarship funds by tracking donations and disbursements. Assist with scholarship fundraising through direct mailing and generating publicity.

Gather and organize information for department publications designed to market recreation and sports programs. Write and distribute recreational calendars. Maintain the City's positive and current online presence, including updating the Community Center's website and using social media to inform and communicate with customers.

Use Microsoft Office (Word and Excel), ActiveNet and other City programs and systems to perform job duties. This includes using the City's e-mail system to engage in appropriate and professional communications internally and externally as needed to perform job duties.

Maintain professional, respectful, productive and cooperative working relationships with City staff other organizations and the general public.

Follow all safety rules and procedures for work areas. Correct and/or report unsafe conditions to appropriate personnel.

Other related duties as assigned.

AUXILIARY JOB FUNCTIONS: Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

JOB QUALIFICATION REQUIREMENTS:

MANDATORY REQUIREMENTS: Equivalent to High School education supplemented by additional training in customer service, administrative and cash handling practices with at least two years of front office/customer service experience or any satisfactory combination of experience and training that demonstrates the knowledge, skills and abilities to perform the above duties. Must have excellent ability to serve and interact with a variety of customers, including strong interpersonal skills, excellent written (business English, grammar, spelling) and verbal communication, and problem-solving skills. office practices and procedures. Must possess good general administrative skills, including computer skills, such as word processing, Internet, social media and desktop publishing software as well as aptitude to learn and use ActiveNet. General knowledge of math and cash handling procedures is required. Demonstrated excellent organization, attention to detail, prioritization, multi-tasking and time management is also required.

SPECIAL REQUIREMENTS/LICENSES: None.

DESIRABLE REQUIREMENTS: Previous customer service experience in a Recreation environment. Experience with the services and programs offered by the Community Center. Bilingual (English/Spanish).

PHYSICAL DEMANDS OF POSITION: While performing the duties of this position, the employee is frequently required to sit, stand, communicate, reach and manipulate objects, tools or controls. The position requires mobility and visual acuity. Duties involve moving materials weighing up to 10 pounds on a regular basis and may infrequently require moving materials weighing up to 25 pounds. Manual dexterity and coordination are required over 50%

of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment. May be required to work early mornings, weekends and evenings.

WORKING CONDITIONS: Office conditions are consistent with a high traffic area with noise level higher than typical office environment with frequent interruptions and background noises.

SUPERVISORY RESPONSIBILITIES: Supervision is not a typical function assigned to this position.

SUPERVISION RECEIVED: Works under the general supervision of the Recreation Supervisor.