



Program Assistant - Parks, Recreation and Cultural Services

Department:	Parks, Recreation & Cultural Services	Pay Grade:	NE-8
Bargaining Unit:	AFSCME, Council 2	FLSA Status:	Non-Exempt
Revised Date:	02/09/2018	Reports To:	Recreation Supervisor

POSITION PURPOSE: Supports and assists with special events, classes, programs and a variety of specialized clerical and technical duties in an assigned area of office providing information and assistance to others as required.

PRINCIPAL ACCOUNTABILITIES:

- Staffs the front office and provides customer service to participants, staff and the general public.
- Provides administrative program support.
- Coordinates training and scheduling of facility monitors, volunteers, and interns; provides emergency backup staffing.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Performs various clerical duties including answering telephones and greeting visitors; providing information in person or on the telephone or referring to appropriate personnel; opens, screens and routes mail.
- Provides information and responds to inquiries. Processes, calculates, and monitors payments and deposits.
- Assists with data collection, reports, recordkeeping, expense and revenue tracking, facility scheduling and staffing, program brochure preparation.
- Maintains and organizes supplies and equipment, purchases and inventories materials, and communicates with staff.
- Provides staff support and administrative assistance to boards and committees; prepares reports, agendas, correspondence, and other materials as appropriate and according to decisions and approved actions.
- Assists supervisor, department personnel and other clerical staff as required; participates in assignments specific to the position.
- Assists with publicizing and promoting programs, evaluating programs, new participant outreach, and quality assurance.

JOB DESCRIPTION

Program Assistant – Parks, Recreation and Cultural Services

- Performs registration procedures to include enrolling in classes, accepting and receipting payments, maintaining wait lists, performing transfers, issuing class adjustments and refunds, program scholarships, compiling daily system totals and reconciliation for daily receipts of cash, check and credit card payments.
- Creates and maintains instructor contracts and enters into the City's record management software. Coordinates the processing of contracts.
- Updates the City website regarding recreation programs as assigned.
- Responsible for facility rentals, calculates and monitors payments, deposits, refunds and schedules and oversees rental staff, marketing and promotion.

Required Knowledge of:

- Ability to communicate clearly both verbally and in writing, in person and on the telephone.
- Computer skills, e.g. Microsoft Office, copy machine, calculator, and multi-line telephone system.
- Registration software (for enrolling in classes and programs) preferred - Active.
- Basic office procedures and use of applicable office equipment.
- Computer programs: MS Office Suite- Microsoft Word, Excel and Publisher software as well as Outlook and Internet Explorer.
- Basic mathematics and bookkeeping principles.
- Recordkeeping, time management and organizational skills to prioritize work and meet deadlines.
- Best customer service practices.
- Experience in working with volunteers and the public
- Flexibility to work well with people of all ages and abilities, and ability to adapt to changing work assignments.

Required Skills in:

- Customer service skills, cashiering and receipting of payments.
- Strong oral and written communication skills, the ability to work effectively with the staff, volunteers and the public, and managing multiple tasks.
- Maintaining records, files, and information in compliance with laws, policies, and procedures.
- Interpreting, applying and explaining rules, regulations, policies, procedures and laws.
- Preparing a variety of reports, logs, records and files related to assigned activities.
- Maintaining confidentiality of sensitive information; working confidentially with discretion.
- Problem solving, being flexible and working with diverse personalities.
- Researching a variety of subjects and presenting information in an efficient, accurate manner.
- Flexibility to work well with people of all ages and abilities, and ability to adapt to changing work assignments.
- Utilizing and learning personal computer software programs and other relevant software affecting assigned work.
- Meeting schedules and time lines and ability to work independently.
- Communicating effectively verbally and in writing, including public relations and customer service.
- Preparing a variety of program materials including press releases.

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MINIMUM QUALIFICATIONS:

- High School Graduate or G.E.D.
- Six months experience working in education, recreation, environmental, social or leisure services (experience teaching or supervising children is desirable and/or working with volunteers) and one year experience in an administrative support position.
- Two years customer service and cashiering or bookkeeping experience or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
- Possession of a valid Washington State Driver's License or the ability to secure a reasonable transportation accommodation to perform the essential duties and responsibilities of the position.
- Must be able to successfully pass a criminal background screening and credit check.

WORKING CONDITIONS:

Environment:

- Office environment.
- Constant interruptions.
- Driving a vehicle to conduct work.

Physical Abilities:

- Hearing, speaking or otherwise communicating to exchange information in person or on the phone.
- Reading and understanding a variety of materials.
- Operating a computer keyboard or other office equipment
- Sitting, standing or otherwise remaining in a stationary position for extended periods of time.
- Bending at the waist, kneeling, crouching, reaching above shoulders and horizontally or otherwise positioning oneself to accomplish tasks.
- Lifting/carrying or otherwise moving or transporting up to 40 lbs.

Hazards:

- Contact with potentially angry or upset individuals.

Incumbent Signature: _____

Date: _____

Department Head: _____

Date: _____