

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	Parks and Recreation Office Assistant	UNION:114
CLASS TITLE:	Office Assistant II	SG:6
DEPARTMENT:	Parks and Recreation	CS:Y
		FLSA:Y
		EEO4CODE:AS

JOB SUMMARY:

The Parks and Recreation Office Assistant provides clerical support to the Department. Work includes serving as the receptionist utilizing a multi-line phone system, responding and/or directing citizen calls, providing department information to the public, processing registrations and acting as a cashier. Performs a variety of detailed clerical and support tasks utilizing computerized systems including: preparing correspondence, forms, reports, mail merges and developing departmental promotional materials. Performs basic web editing, data entry, posting, scanning and uploading documents and correcting broken links on the City's public and internal web sites and social media. Assists with responding to information requests, records requests, maintaining manual and electronic records and records retention. Supports accounting functions including data entry tasks for payroll/timekeeping, accounts payable functions and generates reports. Works on special projects and performs other duties as assigned.

SUPERVISORY RELATIONSHIP:

Reports to, receives general direction from and has work reviewed by the Parks and Recreation Administrative Coordinator. May provide occasional direction to extra labor employees, work study students or volunteers. Work is performed independently under the guidance of State, City and Department policies and procedures.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Provides clerical support as assigned: utilizes Word, Excel, PowerPoint and Publisher to produce routine departmental correspondence, including letters, forms, departmental memos, reports, meeting notes, program flyers, park brochures, event posters and other Department promotional materials. May assist with taking meeting notes for Department meetings before/after routine business hours for Greenways, Park Board or as requested by supervisor.
2. Assists with maintaining a variety of records for department including customer information, scholarship applications, facility and program information, registration paperwork, department timekeeping information, accounting reports, etc. Uses both manual and electronic record keeping systems including online registration system, SharePoint, spreadsheets, copiers and scanners. Assists staff and public with record retrieval and department public disclosure requests. Maintains department files, scans records, prepares records for archiving, creates transmittal sheets and arranges transmittal of records to Records Center for storage and/or destruction. Updates office bulletin board and brochure racks with current Park and employee information; orders and maintains supply of Park Department informational handouts.
3. Enters new recreation programs and facility reservation information into computerized software system using the established City revenue codes. Receipts all program registration and facility booking revenues into the computerized record keeping system. Generates booking confirmations and permits as required.

4. Assists in updating and maintaining the Parks and Recreation Department Web pages and social media sites including basic web editing, data entry, scanning and uploading documents and correcting broken links.
5. Assists with data entry of paper timesheets for payroll/timekeeping, runs and prints preprogrammed accounts payable reports.
6. Serves as Department receptionist: answers telephone, in-person, electronic and standard mail inquiries regarding Parks and Recreation services, programs and capital projects; refers inquiries and/or records and delivers messages to appropriate staff; opens, sorts and distributes mail, logs checks on check log.
7. Registers and receives payments from participants in sports and enrichment programs and is responsible for keeping complete and accurate registration information. Enters payments in a computerized record keeping system. Requests refunds, credits, and transfers. Maintains assigned petty cash in accordance to State, City and Department policies and procedures. Sets up and monitors special payment plans. Generates class lists as requested. Assists with cashiering at recreational activities that occur after routine business hours or at the Arne Hanna Aquatic facility.
8. Reserves Parks facilities, athletic fields, community gardens and school facilities as requested: answers inquiries regarding fees, facilities and reservation requirements; processes reservations paperwork and records pertinent information in a computerized recordkeeping system; handles facility key check out/in and maintains related records.
9. Issues and accounts for out-of-office cash bags, parking permits, and facility keys.
10. Opens and closes Parks Administrative Office each business day; checks and secures as appropriate, office equipment, lights, windows and doors; opens/locks safe

ADDITIONAL WORK PERFORMED:

1. As assigned, performs other related work within the scope of the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):**Knowledge of:**

- Knowledge of and ability to apply and explain Department's purpose, policies, procedures, functions and practices.
- Knowledge of standard English usage, spelling, punctuation, grammar and letter format.
- Knowledge of various filing systems and ability to accurately maintain them.

Skill in:

- Strong computer skills including word processing, data entry/retrieval, spreadsheet applications, Web software applications and recordkeeping. Ability and willingness to learn new applications and techniques.
- Good oral and written communication skills, interpersonal sensitivity and problem-solving skills for interacting with a diverse population including co-workers, program participants and the general public.

Ability to:

- Add, subtract, multiply, and divide with accuracy. Ability to use 10-key with speed and accuracy.

- Communicate effectively utilizing good interpersonal skills, courtesy, tact and good judgement.
- Use a variety of office equipment, including computer, typewriter, multi-line electronic digital phone system, 2-way radio systems, copier, fax, etc.
- Follow written and oral instructions; ability to prioritize and timely complete own workload while functioning as a member of a team.
- Handle several tasks simultaneously while maintaining accuracy and attention to detail in an environment of frequent interruptions, fluctuating workloads and changing priorities.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the position:
 - Visual acuity to read a computer screen and a typeset page;
 - Fine finger dexterity to operate a computer keyboard and mouse, etc;
 - Communicate verbally, in person and over the phone;
 - Occasionally lift up to 20 pounds for office supplies.

WORKING ENVIRONMENT:

Work is performed primarily in an office setting in an open concept clerical station. Environment includes a normal range of noise and other distractions with very low everyday risks working around standard office equipment. Work involves frequent public interactions; may be exposed to frustrated and difficult members of the public.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Minimum of two years responsible clerical experience in a busy office including receptionist and extensive public contact duties required.
- Typing at 45 WPM net required.
- Intermediate utilization of computer software, including data entry/retrieval, spreadsheets, word processing and files maintenance required. Data base management experience preferred.
- Cashiering/money handling experience required.

NECESSARY SPECIAL REQUIREMENT:

- Must pass a criminal convictions records check prior to hire.

PREPARED BY: Jody Mason
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3/87
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Lynne Hill
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Judy Spear

Lynne Hill
4/06
Darla Smith
Ryan Delker
11/18

COMMISSION ALLOCATION: _____ April 15, 1987