CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Parks & Recreation Office Assistant**	**UNION:1937**
		SG:106
CLASS TITLE:	**Office Assistant II**	**CS:Y**
		FLSA:Y
DEPARTMENT:	**Parks & Recreation**	**EEO4CODE|SOC:AS|43-9061**

JOB SUMMARY:

The Parks & 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 & 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 Outlook, 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.

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, Teams, Onedrive, 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 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. Supports monthly purchasing card receipt entries.

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. Sets up and monitors special payment plans. Generates class rosters 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, and community gardens 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 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. May be assigned to record meeting notes for Open Public meetings such as Greenways, Park Board, and the Sehome Hill Arboretum Board of Governors, or as requested by the supervisor. Meetings may take place before or after routine business hours.

2. 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.
- Demonstrated 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.
- Communicate effectively utilizing demonstrated 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 job including:
  - Remain stationary for long periods of time;
  - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
  - Frequently communicate accurate information and ideas with others;
  - Occasionally lift up to 20lbs. 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; possibility of exposure to hostile and offensive language.

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.
- Cashiering/money handling experience required.
- Data base management experience preferred.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal convictions check and child and vulnerable adult abuse records check.

PREPARED BY: Jody Mason
Kathryn Hanowell

REVIEWED BY: _____
Nicole Oliver
Parks and Recreation Director

REVISED BY: Kerry Sicktich
3/87
Judy Spear
Darlene McLeod
3/94

Judy Spear
Lynne Hill
11/00
Judy Spear
Lynne Hill
7/04
Judy Spear
Lynne Hill
4/06
Darla Smith
Ryan Delker
11/18
Caryn Regimbal
J. Honga
5/24

COMMISSION ALLOCATION: April 15, 1987