CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Reception/Registration/Reservation Clerk**	**UNION:1937**
		SG:106
CLASS TITLE:	**Office Assistant II**	**CS:Y**
		FLSA:Y
DEPARTMENT:	**Parks and Recreation**	**EEO4CODE:AS**

JOB SUMMARY:

Serves as receptionist, providing information to the public on departmental and community activities. Provides clerical support to the administrative, design development and recreational personnel in the Parks and Recreation Department. Receives and processes registrations and fees for recreation programs and schedules facilities as requested. Maintains a variety of records and generates reports as necessary to meet departmental needs. Assists in development of departmental promotional materials and updating and maintaining Department Web site.

SUPERVISORY RELATIONSHIP:

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

ESSENTIAL FUNCTIONS OF THE JOB:

1. 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.

2. 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 lists as requested.

3. 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.

4. Enters new programs and facilities into computerized registration 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.

5. Provides clerical support as assigned: types, using a personal computer or typewriter, a variety of departmental correspondence, including letters, memos, reports, meeting notes, program

flyers, brochures, posters and other Department promotional materials including the Leisure Guide.

6. Assists in updating and maintaining the Parks and Recreation Department Web pages.

7. Maintains a variety of hard copy and computerized files; maintains office bulletin board and brochure racks with current information; orders and maintains adequate supply of informational handouts

8. Issues and accounts for out-of-office cash bags, parking permits, and facility keys.

9. Opens and closes Parks administrative facility 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 appropriate duties within the scope of the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

- 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 office principles and practices and ability to use a variety of office equipment, including computer, typewriter, multi-line electronic digital phone system, 2-way radio systems, TDD equipment, copier, fax, etc.
- Knowledge of various filing systems and ability to accurately maintain them.
- Strong computer skills including word processing, data entry/retrieval, spreadsheet and Web software applications. 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.
- Ability to follow written and oral instructions; ability to prioritize and timely complete own workload while functioning as a member of a team.
- Ability to handle several tasks simultaneously while maintaining accuracy and attention to detail in an environment of frequent interruptions.
- Physical abilities to perform required duties of the position.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.

WORKING ENVIRONMENT:

Work is performed 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.

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
Kathryn Hanowell

REVIEWED BY: _____
Paul Leuthold
Parks and Recreation Director

REVISED BY: Kerry Sicktich
3/87
Judy Spear
Darlene McLeod
3/94
Judy Spear
Lynne Hill
11/00
J. Spear
L. Hill
7/04
J. Spear
L. Hill
4/06

COMMISSION ALLOCATION: April 15, 1987