

**CENTRE REGION COUNCIL OF GOVERNMENTS
JOB DESCRIPTION**

Job Title: Staff Assistant – Parks & Recreation

FLSA Status: Non-Exempt	Band: A
Reports To: Office Manager	Grade: 1
	Sub Grade: 1
Department: Parks & Recreation	Date: June, 2006

JOB SUMMARY: The Staff Assistant is responsible for providing efficient customer service by responding to questions, concerns, and requests for information from the public in a prompt and courteous manner. The Staff Assistant is also directly responsible for processing all program registrations, pavilion reservations, and ski and amusement park ticket sales. The Staff Assistant also performs general office tasks and provides support for staff.

DUTIES AND RESPONSIBILITIES: The duties described below are indicative of what the Staff Assistant may be asked to perform. Other duties may be assigned.

1. Public Relations

- Assist the public at the counter or on the phone to provide them with information or answers to their questions, or direct them to the appropriate person for assistance.

2. Clerical

- Perform general office duties: typing, filing, copying, collating, mailings, answering and routing calls, assisting with special projects and events.
- Process program registrations, pavilion and garden plot reservations, ski and amusement park ticket sales, including cancellation notification to participants.
- Receive, record, and deposit payments for Agency programs.
- Assist recreational program supervisors in ordering and gathering supplies for program operation.
- Receive, route, and/or process incoming mail.
- Financial tasks include collecting and balancing program receipts and funds for the front office, as well as two outdoor swimming pools.
- Process seasonal employee paperwork including contracts, W-4's, direct deposit forms, I-9 forms, health and safety forms, and bi-weekly time sheets.
- Process and record annual bid information for recreation supplies and staff t-shirts.
- Assist the Office Manager with invoices by assigning and preparing agency purchase orders.
- Assist Agency Director and Parks Supervisor with the Park Partner Program including: preparing agreement forms and certificates, working with the groups to schedule three required workdays per year, and organizing and coordinating the annual Park Partner Day spring event.
- Provide clerical assistance to agency-related groups and clubs.
- Responsible for providing the main line of support for the Aquatics Supervisor.

- Edit and oversee distribution of monthly newsletter.
- Responsible for maintaining data log for Millbrook Marsh Nature Center “Friends” program and distribution of material for new memberships and renewals.
- Responsible for maintaining youth scholarship data.
- Review and collect newspapers articles related to agency and route accordingly.
- Responsible for ordering office supplies and material as approved by Office Manager.
- Create promotional flyers to be distributed with registration receipts three times per year.
- Prepare weekly reservation listing for Park Supervisors.
- Maintain office bulletin board and front counter literature.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required at the time of hire or for the continuation of employment.

EDUCATION AND/OR EXPERIENCE

- High School diploma or equivalent.
- Minimum two (2) years office/secretarial experience.
- Word processing, spreadsheet, and database program experience recommended.
- Basic accounting procedures and records management experience recommended.

SKILLS AND ABILITIES

- Ability to cooperate with elected officials, staff, and the public.
- Ability to assist the public with questions.
- Ability to provide expert advice without supervisory responsibilities.
- Ability to use office equipment such as copy machines, typewriters, computers, fax machines, etc.
- Ability to maintain an organized filing system.
- Ability to prepare letters, correspondence, memos, and other reports.
- Ability to organize, prioritize and carry out office work with minimal supervision.

LANGUAGE SKILLS

- Ability to communicate effectively with elected officials, staff, and the public.
- Ability to communicate effectively in both written and verbal form.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

- Ability to define problems and deal with a variety of situations.
- Ability to think quickly, maintain self-control and adapt to stressful situations.
- Ability to use good judgment and effectively solve problems.

PHYSICAL AND WORK ENVIRONMENT: The physical and work environments described are representative of those that must be met by an employee to successfully perform the function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

Physical Environment

- The duties of this job include physical activities such as stooping, kneeling, crouching, reaching, standing, walking, keying, grasping, talking, hearing/listening, seeing/observing, repetitive motions, and lifting.
- This job is performed in an office environment.

Work Environment: The work environment may include some or all of the following:

- Working with distractions such as telephone calls and other disturbances.
- Unpleasant social situations (necessity of dealing with irate or upset individuals).