



**Centre Region Parks and Recreation** is currently recruiting for a part-time Staff Assistant, located at the Active Adult Center in State College. This is a brand-new position within Parks and Recreation and the Active Adult Center, which is one of the Agency's busiest facilities. The part-time Staff Assistant will be part of the team that provides year-round customer service, programming, events, meals, and transportation coordination to the region's residents (State College Borough, and the townships of College, Ferguson, Harris, and Patton). Good customer service and strong computer skills are key skill areas for this position.

The job description follows this summary. This is a 20 hr./week position, typically Monday-Friday, and the hours are 9:00am-1:00pm. Salary is \$12-\$14/hr., based on skills and experience.

To apply, please download and complete the CRPR Application; then, email the application, your resume, and cover letter to [crpr@crcog.net](mailto:crpr@crcog.net) by 5:00pm on Friday, March 23, 2018. Equal opportunity employer.

## **CENTRE REGION COUNCIL OF GOVERNMENTS JOB DESCRIPTION**

Job Title: Staff Assistant – Year-Round, Part-Time

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FLSA Status: Non-Exempt	Band:	(Hourly)
Reports To: AAC Supervisor	Grade:	n/a
	Sub Grade:	n/a
Department: Parks & Recreation	Date:	March 2018

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**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 responsible for processing program registrations, room reservations, receiving meal reservations, and making transportation arrangements. The Staff Assistant also performs general office tasks and provides staff support.

**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 Information

- Assist the public at the customer area 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 and room reservations, including cancellation notifications to participants.
- Receive and record payments for Agency programs through Active Net.
- Assist AAC Supervisor in ordering and gathering supplies for programs and special events.
- Receive, route, and/or process incoming mail.
- Place calendar listings for special events.
- Financial tasks such as assisting with daily deposits, counting daily drops from off-site facilities, etc.
- Assisting staff with website information; ensuring that data is up-to-date and reminding staff when information should be updated or removed.
- Maintain bulletin board and customer service area, and keep brochure rack flyers and documents neat and organized.
- Organize and maintain several folders on the shared drive as well as ensuring that paper copies of all CRPR forms available in the office are all up-to-date.
- Keep customer service area organized and all items stocked (paper, brochures, forms, etc.)
- Assist Supervisor in preparing the Center for events, mailing documents, and making copies for activities or programs.
- Complete projects with direction from the AAC Supervisor; these could include filing organization and clean-outs, seasonal programming needs, research and

data review, and more.

- Set up and tear down chairs and tables for classes
- Take the lead on care of the Tower Gardens
- Assist in Decoration of the Center
- On CoPilot: Enter participants daily activities and do their annual assessments
- Enter participants meals according to their townships on excel
- Thursday hours: 3:30 PM- 7:30 PM doing weekly bingo
- Assist in planning programs and fund raisers
- Go on outings when needed
- Assist with meal serving and clean up
- Track volunteer hours and submit to RSVP

**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 help participants who use the Active Adult Center
- Ability to assist the public with questions.
- Ability to provide expert advice without supervisory responsibilities.
- Ability to use office equipment such as copy machines, 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.
- Ability to be comfortable working with different software programs and to use phone equipment.

#### **LANGUAGE SKILLS**

- Ability to communicate effectively with customers and Agency staff members.
- 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).

Updated December, 2017