

## SENIOR OFFICE ASSISTANT - RECREATION

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, incumbents of this class perform a wide variety of general office/clerical and financial record keeping functions of a complex nature associated with a recreation department and its programs. Maintains electronic and hard copy departmental files and records. This position requires skill in the operation of a computer using various software applications. The Senior Office Assistant - Recreation functions in an "office manager" role with wide latitude and responsibility for daily office operations. The incumbent must have knowledge specific to the Recreation Department and is expected to be capable of exercising independent judgment over most matters because the Superintendent and other professional staff are out of the office for extended periods of time. Incumbents of this position have a considerable amount of public contact in person and over the phone. Supervision may be exercised over a small clerical staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Provides general administrative/clerical support to enhance the operation of the department;

Receives the public at the Municipal Recreation Department Office; furnishes information via telephone and in person about available programs;

Maintains automated and manual departmental files, records, mailing lists, etc, in accordance with departmental procedures;

Maintains all recreation commission files and correspondence, including records and minutes;

Prepares monthly packets for meetings;

Composes and produces correspondence and reports;

Prepares payrolls for departmental personnel (part-time, full-time and seasonal staff);

Completes revenue reports and deposits money received for the various programs conducted by the department;

Maintains financial records and works with auditors, as necessary or required;

Registers program participants, maintains records of program enrollments, and produces reports on various program enrollments and receipts;

Prepares, approves and produces various media materials (advertisements, announcements, flyers, brochures) for distribution.

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of modern office terminology, procedures, business arithmetic and business English; familiarity with the procedures used in keeping financial records and in handling and recording cash; ability to manipulate a standard alphanumeric keyboard at a rate of 35 words per minute; ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to understand and carry out oral and written directions; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to prepare flyers and announcements; ability to plan, organize and prioritize work flow; ability to deal effectively with the public; resourcefulness; accuracy; tact; good judgement; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience where the primary function of the position was performing general office/clerical work, two (2) years of which must have included the use of computer applications to maintain automated records or produce correspondence, spreadsheets, forms, reports or other documents, including or supplemented by two (2) years of experience which involved public contact\*.

SUBSTITUTION: Satisfactory completion of 30 college credits\*\* may be substituted on a year for year basis for up to two (2) years of the general office/clerical experience, and an additional 30 college credits\* may be substituted for one (1) year of the specialized experience using computer applications as described above. Completion of 6 credits\* in word processing coursework at a recognized college or university may be substituted for an additional one (1) year of specialized experience using computer applications as described above. There is no substitution for the two (2) years of experience which involved public contact\*.

\*DEFINITION: Public contact experience is defined as experience which includes, but is not limited to, information gathering, disseminating and clarifying, inspecting, negotiating or counseling. The nature of the contact is such that it requires judgment on the part of the individual in dealing with or responding to another person.

\*\*SPECIAL NOTE: Education beyond the secondary level must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

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