



JOB DESCRIPTION

Title: Recreation Operations Specialist		Department: Parks & Recreation	
Number: 2.001.1.806		Division: Operations	
Status: Non-Exempt	Effective: 03/01/2020	Revised: 04/08/2021	

GENERAL STATEMENT OF DUTIES

This Administrative level position oversees the department's facility and park rental operations. Performs the department's daily financial operations and transactions, including registrations, balancing, deposits, and reporting. Assists with other routine financial operations such as accounts payable, cash receipting and refunds. Leads the hiring, training, and supervision of part-time customer service staff. Performs regular customer service functions and communication through in-person contact, phone calls, and email correspondence.

SUPERVISION RECEIVED

Work is performed under the general supervision of the Recreation Superintendent - Operations.

SUPERVISION EXERCISED

Over customer service and operations part-time staff.

RESPONSIBILITIES AND ESSENTIAL DUTIES & FUNCTIONS

An employee in this position may be called upon to do any or all of the following essential duties: (These examples do not include all of the duties which the employee may be expected to perform.)

1. Receives and processes all recreation facility rental requests from customers. Maintains schedule to ensure there are no conflicts. Communicates set-up and scheduling information with Parks and Recreation staff. Receives and organizes documentation for rentals including payment, security deposit and insurance. Processes security deposit refunds following rentals.
2. Receives and processes program participant registrations, park pavilion and field rental requests, and program refund requests. Assists program staff with program information and updates including class/team/program rosters and participation lists. Prepares participation/demographic reports.
3. Works collaboratively with the leadership team to provide quality customer service and to ensure the highest customer service standards are maintained within the department.
4. Processes, balances and records departmental receipts and revenues. Prepares invoices as required. Balances daily, monthly and yearly receipts and prepares revenue reports. Assists with preparation and processing of accounts payable invoices.

5. Monitors overdue balances of program participant registrations, park pavilion and field rental requests, and program refund requests, then follows through with payment processing and past due balance collection as needed.
6. Leads the hiring, supervision, and training of customer service personnel.
7. Serves as departmental operations first contact by receiving telephone calls, e-mails, and greeting walk-in visitors. Answers questions, transfers or re-directs calls requiring further assistance, and takes messages for department team members.
8. Compiles information, drafts correspondence, creates and prepares reports and composes memorandums. Performs keyboarding, data entry, copying, filing and other administrative tasks as assigned.
9. Maintains, organizes and updates the department files, records and mailing lists.
10. Performs related work as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

1. An associate's degree is required, bachelor's degree preferred, or the equivalent combination of education and experience in Administrative Operations, Finance, Facility Management, Recreation, or related field.
2. Two or more years work experience, preferably in a facility, financial, or office setting.
3. Proficient knowledge and skill in standard office equipment and software, including Microsoft Office applications (i.e., Word, Excel, Outlook, etc.). Ability to learn other specialized software for program registrations, facility reservations, and finance applications.
4. Ability to communicate effectively and to convey and understand information effectively through speaking, hearing, reading and writing.
5. Ability to effectively handle multiple tasks simultaneously, organize work, meet deadlines and prioritize in order to ensure successful results.
6. Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with residents, program users,

employees, professional contacts, community groups, business leaders, the media, and public officials.

7. Ability to critically assess situations and solve problems, and work effectively under stress, within deadlines, and with changing work priorities.
8. Ability to work independently and make sound decisions in the absence of Supervisors.
9. Ability to accurately work with numbers, handle cash, checks and credit/debit card payments.
10. Ability to accurately produce daily balancing reports and reconcile credit card payments.
11. Maintain a current working knowledge of the department operations and its interrelationships with other departments.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Minimal working conditions require the employee to work in an office space location. Some event locations could require working outside or indoors at a variety of locations. A majority of the average weekly work hours performed by this position are required to be at a Parks and Recreation facility or at event/program location. This position has day hours, Monday-Friday, with occasional evening and/or weekend assignments.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions and must travel to other locations. The noise level in the work environment can range from quiet to loud. Must be able to lift 50 pounds.