



## ADMIN SUPPORT-RECREATION

<b>Position:</b>	Admin Support-Recreation
<b>Department:</b>	Recreation
<b>Reports to:</b>	Recreation Manager
<b>Location:</b>	Wulf Recreation Center
<b>Status:</b>	Full-Time, Non-Exempt
<b>Hourly Wage:</b>	\$19.27-\$27.49 hourly

### NATURE OF WORK:

Under minimal supervision by the Recreation Manager, this position is responsible for performing a variety of complex and sensitive administrative duties requiring knowledge of policies and procedures and independent judgment. Responsibilities include, but are not limited to: management of customer accounts, ensure district registration information is accurate, performing complex administrative duties, and special projects as assigned facilitating the Recreation Manager's direction to the Recreation Department as well as the District as needed. Work involves preparing and maintaining customer records, reports, documents and correspondence. This position is also responsible in responding to communications, responding and directing citizen inquiries, preparing correspondence, reports and maintaining files. Must have ability to use discretion, provide customer service and maintain professional confidential. This position works closely with the Recreation Administrative Team.

### ESSENTIAL FUNCTIONS

- Provide administrative and technical support to the Recreation Department and Administrative Team.
- Provides administrative support to the Financial Controller with Active Net software and generation of reports.
- Must possess a highly defined focus towards both internal and external customer service.
- Ability to work in a fast-paced, multi-tasking environment.
- Assists Children's Programs Department with several administrative tasks such as building licensing files, registrations, enrollment documentation, etc.
- Must be able to use District software to monitor customer accounts and ensure credits, and debits are reconciled each month.
- Monitors monthly pass reports and failed payments while proactively collecting payment
- Provides backup to the front desk staff by answering phones, handling registration, providing information, and cash collection for point of sale activities and products.
- Analyze and interpret data to help support facilities and programs and develop reports that can be easily understood by staff, board and public.
- Provide technical support training to department staff on district processes and procedures as they relate to district registration software program, credit/transfer/refund, and website information.
- Establish and maintain effective working relationships as necessitated by work assignments.
- Support District Scholarship program by tracking and applying payments as well as quarterly billing to Active 4 All Foundation.

### MANAGEMENT AND SUPERVISORY DUTIES:

- Considerable knowledge of District organization and operational policies and procedures.
- Extensive knowledge of the programs, classes, special events and activities of the District.

### ILLUSTRATIVE EXAMPLES OF DUTIES:

- Work with the Recreation Supervisors, and Managers to process end of month revenue



credit/transfers for the district

- Work with the Recreation Supervisors to track and collect account receivables.
- Compose, and edit a wide range of correspondence, memos, reports, forms, and other items accurately and completely.
- Compile, research, and maintain department documents.
- Compile and prepare complex reports and handles confidential files and materials.
- Perform special projects of an administrative, technical or confidential nature as requested.
- Assist the public in person, on the phone, and via email/fax by providing technical information related to area of responsibility and refers individuals to appropriate individual or department.

#### **SKILLS:**

- Must be proficient in the use of computers, including the MS Office Suite, MAC products, and district registration software (i.e. Activenet)
- Equipment. Must be able to perform at the mastery level in typing, filing, grammar, communications and public relations skills and other general secretarial skills.
- Skilled in organization and time management skills.
- Ability to maintain a high level of professionalism.
- Ability to accurately and effectively transmit and receive information that is necessary to the accomplishment of goals and objectives including effective written and oral communication.
- Able to maintain courteous and effective working relationships with the public, District departments, co-workers and other agencies if necessary.

#### **KNOWLEDGE:**

- Strong working knowledge of best practices and methods and equipment relating to the functional areas of responsibility.
- A general knowledge of complex project management. Assist as needed with Strategic or Master Plans i.e. gathering data.
- Strong knowledge of computer and computer systems utilized by the district both MAC and PC operating systems.

#### **ABILITIES:**

- Ability to keep customers, subordinates, peers, and supervisors informed; and the ability to listen.
- Ability to communicate effectively, both verbally and in writing, to a variety of audiences.
- Ability to input, obtain output, analyze and interpret data using computers and any applicable software.
- Ability to exercise tact and courtesy in frequent contact with the District of various levels of authority and influence and the general public.
- Ability to prepare clear, concise reports, studies, memorandums and statistics.
- Ability to establish and maintain effective working relationships with other employees, and the general public.

#### **REQUIRED TRAINING, EXPERIENCE AND QUALIFICATIONS:**

- Associate Degree in Business or Office Management or comparable experience is preferred.
- Thorough knowledge and experience working with Active Net or any District online programs used for public registration.
- A minimum of three years of administrative assistance experience.
- Requires a level of knowledge and ability to independently accomplish tasks or projects of typical complexity in a consistent and accurate manner and in a variety of situations



\*Please note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with this job.

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