

RECREATION SPECIALIST – AQUATICS

FLSA Status – Non-Exempt

EEO Code – F/Office and Clerical

Class Code – E608

GENERAL DESCRIPTION OF DUTIES

This position is responsible for compiling and coordinating accurate membership, facility-use, and program registration records in addition to performing a variety of routine administrative and accounting duties in support of the Aquatic Center Manager or Supervisor. The Recreation Specialist may create public relations announcements and related promotional materials relative to Aquatic Center programs and activities. This position has a broad range of responsibilities that require considerable knowledge of policies and procedures, office equipment, record keeping, information reporting, and general business communications.

SUPERVISION RECEIVED

This position receives immediate supervision from the Recreation Program Manager, Supervisor, or Coordinator II.

SUPERVISION EXERCISED

Supervision is not a typical function of these positions. However, employees working as a Recreation Specialist may be involved in the training and orientation of paid staff or volunteers. The Recreation Specialist may at times act in the capacity of a lead building attendant in the absence of the Aquatic Supervisor or Manager.

ESSENTIAL JOB FUNCTIONS

The duties and responsibilities listed should not be construed to be all-inclusive. The essential job duties will include other responsibilities as required.

1. Answers incoming calls and routing calls appropriately.
2. Responds to general questions and concerns from the public and forwards inquiries to other staff for their attention and response as appropriate.
3. Accepts and processes facility membership and drop in user-fees as well as related Aquatic Center program registrations and fees. Maintains accurate cash receipts and proper cash register inputs and account records.
4. Prepares correspondence as directed, uses computer to prepare a variety of reports and records regarding the activities of the Aquatic Center.
5. Prepares purchase orders as directed and enters information into computer.
6. Maintains inventory of office and building supplies and equipment.
7. Maintains filing systems and organizes and maintains accurate membership, facility-use, and program registration records.

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8. Maintains accounts receivable records and creates related billings as necessary.
9. Operates a variety of office equipment including computer, copier, and facsimile machine. Inputs and retrieves data and text from computer files, organizes and maintains disk storage, and completes filing as needed.
10. Participates in the development and coordination of community resources to promote and support specific Aquatic Center programs.
11. Participates in training and orientation for temporary employees and volunteer staff.
12. Participates in the creation and distribution of public relations materials, public service announcements, program fliers, newsletters, and other information to inform the public, program participants, and other agencies about specific Aquatic Center programs and activities.
13. Monitors and may assist in limited, light custodial duties.
14. Acts in the capacity of a lead building attendant, monitoring the activities and functions of the Aquatic Center in the absence of the Aquatic Supervisor or Manager.
15. Performs all work in compliance with federal, state, and City employment and safety laws, rules and regulations.

OTHER JOB FUNCTIONS

Assists others in the performance of work as required.

Performs other duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- General office practices and procedures;
- City and Department policies and procedures;
- Basic math;
- Cash handling techniques;
- Basic business correspondence, including business English, spelling, grammar, and punctuation; and
- Public relations techniques to work effectively with customers in person or by telephone.

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Skill in:

- Using office equipment (computers, copy machines, fax machines, and postage machines;
- Responding to the public as customers of the City;
- Organizing assigned work and prioritizing tasks to meet assigned deadlines;
- Following oral and written instructions;
- Communicating effectively with the public, members of outside agencies, and employees;
- Checking work for completeness and accuracy;
- Using phone system; and
- Establishing and maintaining effective working relationships with the public, City and Department personnel.

Ability to:

- Research basic requests and interpret information to ensure accuracy in communicating information to the public and other City staff;
- Ability to remain calm in stressful situations; and
- Establish and maintain effective work relationships with others.

EXPERIENCE AND TRAINING REQUIREMENTS

Any combination of experience and training which demonstrates the knowledge, skills and abilities to perform essential job functions is qualifying.

SPECIAL REQUIREMENTS/LICENSES

Requires CPR and Standard First Aid certifications.

PHYSICAL AND MENTAL REQUIREMENTS

While performing the duties of this position, the employee is required to make decisions, use interpersonal skills, engage in teamwork and customer service, use creativity, be fluent in English, provide training, analyze problems, use discretion, use independent judgment, and use basic math. This position also requires the ability to communicate with others, use repetitive motions, sit, and hear. Reasonable accommodation will be made to meet the needs of otherwise qualified individuals with a disability and known limitations.

WORKING CONDITIONS

The majority of the work is conducted within the Aquatic Center facility. The Aquatic Center is warmer and more humid than most work environments and air quality is affected by high chloramine content. The indoor environment experiences high levels of

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noise during well-attended programs. This position shares in the responsibility of ensuring the safety of others. Work schedule may involve evenings and weekends and may include some split-shifts (morning/evening or afternoon/evening) as needed.

Approved By _____ Date _____
(Department Director)

Adopted By _____ Date _____
(City Manager)

Date Established: 04/08