

# City of Cordova Position Job Description

## Recreation Clerk

---

DEPARTMENT: PARKS & RECREATION  
SUPERVISOR: PARKS & RECREATION DIRECTOR  
CLASSIFICATION: FULL TIME, OVERTIME ELIGIBLE, IBEW BARGAINING UNIT.  
HOURS: MON-FRI, 0800 – 1630; OCCASIONAL EVENING AND WEEKEND HOURS AS SCHEDULED.

---

### SUMMARY

The Recreation Clerk performs reception activities and routine to complex clerical work in support of municipal recreation programs under the guidance and supervision of the Parks and Recreation Director.

### GENERAL STATEMENT OF DUTIES

Provides clerical support to department staff and assists in the administration of the standard operating policies and procedures of the department. The position initiates, processes, and reviews paperwork, forms, reports, and/or confidential information related to the operation of department. Answers telephone, greets and directs members of the public.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Acts as the central point of contact for the department; greets visitors and answers questions, answers and directs phone calls, and replies to email requests for information.
- Manages incoming and outgoing correspondence such as mail, email, and voicemail.
- Maintains official department records via electronic and hard-copy methods as appropriate.
- Prepares and proofreads a variety of reports, documents, letters, forms, charts/graphs, from rough draft or verbal instruction to completion.
- Prepares and/or enters a variety of information into applicable documents, spreadsheets, invoices, databases, membership systems, forms, notices, and other related areas.
- Registers program participants, processes membership applications and reserves facilities utilizing designated recreation software.
- Collects, deposits, and maintains accurate records of department receipts and revenues.
- Orders, receives, and distributes supplies as required.
- Coordinates reservations, usage permits, billing and day-to-day operations for Odiak Camper Park and Eyak Lake Skater's Cabin.
- Schedules, coordinates, and/or provides staff training as needed.

- Supports the City of Cordova Parks & Recreation Commission with meeting scheduling, preparing, and distributing agendas, taking minutes, and filing documents with the City Clerk's office and on the city website.
- Assists with the preparation of grant applications, bid and contract documents, advertisements, and notices.
- Develops and recommends office policies and procedures; recommends improvements in workflow, procedures, forms and use of equipment.
- Maintains office in an organized professional manner including filing, copying, and phone message system.
- Participates in staff meetings, and other meetings as necessary.

#### **MINIMUM QUALIFICATIONS**

- A. High School Diploma or possession of a GED certificate.
- B. Three (3) years' customer service or administrative/general office support.
- C. Any combination of education and experience that provides equivalent knowledge, skills, and abilities.

#### **PREFERRED QUALIFICATIONS**

- A. First Aid, CPR & AED Certification or must obtain within 30 days of employment.
- B. Experience using WordPress.

#### **NECESSARY COMPETENCIES (KNOWLEDGE, SKILLS, ABILITIES, BEHAVIORS)**

- A. General knowledge of current office practices, methods, and procedures.
- B. Strong verbal and written communication skills.
- C. High quality customer service skills in person, on the phone and through email.
- D. Ability to work tactfully with both internal and external customers.
- E. Proficient in the use of Microsoft Word, Excel, Power Point, Outlook, and Adobe Acrobat.
- F. Ability to quickly learn Gym Assistant Membership program and other computer software programs as deemed necessary.
- G. Basic computer skills to process program and membership registrations, facility reservations, take payments etc.
- H. Strong knowledge of clerical procedures and systems such as managing files and records.
- I. Ability to exercise sound judgement and maintain confidentiality regarding critical and sensitive information, records, and reports.
- J. Ability to review, compile, develop and organize forms, documents, and related records for efficient process and ready retrieval.
- K. Ability to take and record accurate notes.
- L. Ability to interpret basic statistical reports.
- M. Ability to develop, advise and interpret policies, procedures, and standards.
- N. Strong interpersonal skills and the ability to respond to customer questions.

- O. Strong problem-solving skills and the ability to take initiative to resolve problems and issues as they arise.
- P. Strong organizational skills and the ability to be flexible to the demands of the environment including the ability to handle multiple interruptions, changing priorities and time-sensitive deadlines.
- Q. Strong attention to detail and the ability to produce work that is both accurate and complete.

#### **LEGAL REQUIREMENTS**

As a condition of employment, this position is may be subject to a background check (criminal history, verification of education and employment history).

#### **WORKING CONDITIONS**

While performing the duties of the job, the employee either sits regularly for extended periods at a personal computer using repetitive movements and small motor skills and is exposed to moderate noise levels in an office environment.

#### **PHYSICAL DEMANDS OF POSITION**

This position requires sitting, reaching, standing, walking, grasping, talking, hearing, seeing and repetitive motions. The employee is occasionally required to stoop, kneel, crouch, grasp, perform light lifting, carrying, pushing and/or pulling of objects up to 20 pounds.

---

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this job description are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The omission of specific statements or duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.