

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 – 1700; OCCASIONAL EVENING AND WEEKEND HOURS AS SCHEDULED.

SUMMARY

The Recreation Clerk performs reception and clerical work, routine to complex, 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, answers questions by phone, and reply to email requests for information.
- Manages incoming and outgoing correspondence such as mail, email, and voicemail.
- Registers program participants, processes membership applications and reserves facilities utilizing designated recreation software.
- Develops and recommends office policies and procedures; recommends improvements in workflow, procedures, forms, and use of equipment.
- Maintains, completes, and submits accurate records of billing, invoicing, and accounts revenues for Parks and Recreation Department.
- Runs and manages monthly account billings through recreation software.
- Maintains official department records via electronic and hard-copy methods within compliance.
- Provides proper statistics and metrics involved in Quarterly Report; assists with creating quarterly reports.
- Manages ordering and receiving, while coordinating the distribution of supplies as required.
- Coordinates reservations, usage permits, billing and day-to-day operations for Odiak Camper Park and Eyak Lake Skater's Cabin.

- 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.
- Maintains office organization in a professional manner including filing, copying, and phone message system.
- Participates in staff meetings, and other meetings as necessary.
- Schedules, coordinates, and/or provides staff training as needed.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

- A. High School Diploma or possession of a GED certificate.
- B. Two (2) years of any combination of education and experience that provides equivalent knowledge, skills, and abilities.
- C. First Aid, CPR & AED Certification or must obtain within 30 days of employment.

PREFERRED QUALIFICATIONS

- A. Three (3) years' customer service or administrative/general office support.
- B. Finance experience to include accounting, purchasing, and budgeting.

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. Moderate 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 subject to a pre-employment drug screening and 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.