



May 2007  
FLSA: NON-EXEMPT

## RECREATION ASSISTANT

### **DEFINITION**

Under general supervision, assists in the planning and coordination of a recreation program, including after-school programs, youth sports, adult sports, contract classes, facilities rentals, and creation of marketing materials; ensures the efficient use, coordination, and scheduling of the Town's recreational and event facilities rentals and usage for private, community, and government events; assists with the administration of day-to-day activities related to rentals and usage, equipment, and supplies, and special events; performs a wide variety of customer service activities, including interacting with the public, setting up contracts and leases, and taking in fees and dues; performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from a Recreation Coordinator or other designated supervisory staff. May exercise technical and functional direction over assigned part-time staff.

### **CLASS CHARACTERISTICS**

This is the entry-level class in the recreation class series responsible for assisting in developing, scheduling, and conducting a variety of recreational, educational, operational, and complex administrative activities and functions for participants in the assigned program and for performing other activities and events, as assigned. This class is distinguished from Recreation Coordinator in that the latter has significant responsibility in program development, supervisory, and/or administrative functions.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Performs assigned administrative and operational duties, including customer service to the community and the general public, providing information regarding availability of facilities, parks, and athletic fields rental and usage, identifying facility needs, preparing and monitoring user contracts and agreements, assessing and processing fees and deposits, and other administrative support services necessary for the effective operation of the facilities.
- Prepares and maintains a variety of files and reports on a daily, weekly, monthly, and annual basis relating to the functions of assigned facilities.
- Effectively promotes the usage of the facilities; addresses concerns, inquiries, or complaints from the general public and takes appropriate action to ensure expedient and satisfactory resolution, including responding by telephone, correspondence, and/or in person.

- Monitors facility users' compliance with laws, rules, and regulations regarding facilities, usage, and related services; recommends adjustments.
- Receives cash and other forms of payment, such as checks and credit cards, for designated items; makes appropriate change; reconciles petty cash and cash drawers in an accurate and timely manner; processes refund requests and distributes to the appropriate personnel for approval; follows up with customers on outstanding payments for all private rentals.
- Performs a wide variety of administrative duties, including preparing correspondence, maintaining records, taking and properly processing phone calls, filing reports and records, creating forms, tables, and files, and entering information into and making appropriate changes to the appropriate electronic or hardcopy databases and tracking systems.
- Creates, maintains, and updates schedules and calendars for all facility use, including athletic fields, parks, facilities, and the Town's public swimming pool.
- Assists in the coordination of and participates in the day-to-day operations of assigned recreation program areas or sites; assists in organizing daily operations and participates in a variety of program activities; assists in evaluation assigned program areas and making recommendations for improvements.
- Assists in producing or personally produces materials such as weekly/monthly calendars, newsletters, flyers, and/or brochures to inform participants of program activities and upcoming events.
- Assists in planning a number of special events; ensures events run smoothly, responds to inquiries from the public, vendors, staff, and/or volunteer.
- Acts as the liaison between the Recreation Division, other Town departments and divisions, community groups, government agencies, local schools and businesses, and the general public.
- Creates agendas and monitors meetings for the assigned program's clerical staff; develops and distributes meeting minutes to the appropriate personnel; oversees implementation of suggestions and changes from program clerical meetings.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, practices, methods, techniques, procedures, and customer service delivery needs related to the program area(s) to which assigned.
- Basic recreational, cultural, and social needs of the community.
- Procedures for implementing and maintaining a variety of recreation and leisure activities and programs through community participation.
- Applicable Federal, State, and local laws, regulations, codes, and guidelines related to the program area(s) and facilities to which assigned.
- Safety principles and practices, including basic first aid and health/hygiene.
- Basic mathematics and statistical principles.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

### **Ability to:**

- Plan, coordinate, review, and evaluate customer service delivery to support recreational activities.

- Learn, interpret, apply, and explain Federal, State, and local policies, procedures, laws, and regulations related to the assigned program area(s).
- Prepare written narratives, correspondence, notices, newsletters, brochures, other marketing materials, and reports in a clear and concise format.
- Maintain and update a variety of files and records, including confidential documentation.
- Understand and carry out both oral and written instructions in an independent and timely manner.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized software application programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade supplemented by some college-level coursework in business or public administration, recreation, facilities maintenance, or closely related field, and three (3) years of increasingly responsible experience in recreation program assistance, facilities administration and coordination, or related functional area, including extensive customer service.

**License:**

- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- Completion of course in Penal Code 832, Arrest, Search and Seizure within six (6) months of employment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office and/or recreational facility setting and use standard office and/or recreation equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, or calculator, and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, climb, and walk on uneven surfaces to participate in recreational activities and/or special events; and push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Certain positions within this classification may work outdoors and may be exposed to inclement weather conditions and hot and cold temperatures. Incumbents may be exposed to blood and body fluids rendering First Aid and CPR and are required to wear appropriate attire for the recreation activity to which they are assigned. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.