



**Position Title:** Office Assistant

**Department:** Community Services

**Division:** Parks and Recreation

**Accountable to:** Recreation Supervisor

**Primary Objective of Position:**

Under the direction of the Recreation Supervisor and with assistance from the full-time Office Support Specialist, this position is responsible for providing excellent customer service and efficient assistance in an office support position.

**Examples of Duties:**

1. Provide in-person customer service at the Parks and Recreation counter.
2. Answer phone calls, answer questions and transfer calls to the appropriate person.
3. Enter program registrations and process payments into our computer system through (mail, e-mail, fax and walk-in registrations.)
4. Organize and file all household files in the central filing system.
5. General office support for all Supervisors and Managers within the department as coordinated/OK'd by direct Supervisor.
6. Utilizing Microsoft Office and RecTrac registration system on a daily basis.
7. Assist the Camp Kota program with mailings to participants, grouping of participants and bus rosters.
8. Assist the Playground Program with weekly rosters, t-shirt distribution and flyer/notifications.
9. Assist inclusion services for all programs by printing rosters pertaining to medical and disability coding.
10. Assist with the online subbing system for youth and family programs.
11. Work as a team member to ensure the program's compliance with the Americans with Disabilities Act and the Minnesota Human Rights Act.
12. Attend and participate in all staff trainings and meetings.
13. Follow staff policies and procedures.
14. Complete all other duties as assigned by Recreation Supervisor and Office Support Specialist.

**Minimum Qualifications:**

1. Must be 18 years of age or older
2. Must be available the entire season from beginning of May-end of August (Monday-Friday)
3. Must successfully pass a Criminal Background Check.
4. Must have customer service experience.
5. Must have strong computer skills and ability to learn new programs.

**Desirable Qualifications:**

1. One year of college and experience working in an office setting.
2. Possess good communication skills, leadership and organizational skills.
3. A willingness to learn about and support people with disabilities so they can participate fully in City sponsored Parks and Recreation programs.
4. Experience using recreation software such as RecTrac
5. Currently holds or is pursuing a degree in Parks and Recreation or related field

**Supplemental Information:**

Candidates should be available to start early to mid-May. Candidates should expect to work approximately approximately 25-40 hours per week. There are some hours available during Spring Break to train on the computer system if available. This position is required to work the week of July 4.