



POSITION TITLE: Recreation Clerk

REPORTS TO: Parks & Recreation Director

EMPLOYMENT CLASSIFICATION: Full-Time

LATEST REVISION DATE: April 23, 2021

DEPARTMENT: Parks & Recreation Department

FLSA CATEGORY: Non-Exempt

PAY TYPE: Hourly, Pay Grade 15

GENERAL PURPOSE

This position performs a variety of routine and complex, clerical, secretarial and administrative work in keeping official records, providing administrative support to the Parks, Recreation, and Cemetery staff, and assisting in the administration of the standard operating policies and procedures of the Parks and Recreation Department.

SUPERVISION RECEIVED

Works under the direct supervision of the Administrative Assistant and Parks & Recreation Director completing tasks for department supervisors as required. Must work as a team member with the Department Secretary, and seasonal employees according to established work routine. Must be able to accurately post and track timesheets without direct supervision. Must be able to accurately reconcile and produce all accounts receivable documents without direct supervision. Must be able to independently solve problems and implement solutions daily as they affect daily operations. Work is performed independently and is reviewed through observations of results obtained.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Performs routine clerical and administrative work in answering telephones, providing customer assistance, data processing, and bookkeeping.
- Answers incoming calls and routes callers or provides information as required.
- Registers customers for recreation programs and facility rentals using specialized software programs. Accepts payments and processes refunds.



- Provides daily schedule of activities and facility rentals/setups and distributes to staff.
- First-line for customer service in the Parks & Recreation office. Answers questions; responds to inquiries from employees, and citizens; refers to appropriate persons.
- Compiles program information, formats program book multiple times per calendar year, and maintains web page program information.
- Inputs detailed data tracking cemetery burials, lot sales, and lot transfers.
- Maintains CIMS (cemetery software), retrieves information for citizens and families in locating past burials. Supports Cemetery staff with phone requests.
- Manages department website, City of Two Rivers website, Sportsman software, Social media pages, and Explore Two Rivers website.
- Assists in the procurement of department materials and supplies.
- Inputs data to standard office and department forms; makes postings to accounts, compiles data for various reports.
- Develops and maintains contact lists, spreadsheets and program data using MS Office programs including Excel, Access and Word. Duplicates and distributes material.
- Receives and distributes incoming mail, processes outgoing mail. Types and edits a variety of correspondence, reports, and other material requiring judgment as to content, accuracy, and completeness.
- Assists public with use of department facilities.
- Independently solves problems and implements solutions daily as they affect daily operations. Work is performed independently.

PERIPHERAL DUTIES

- Perform administrative and clerical duties for Director, Cemetery and Recreation Supervisors.
- Coordinates Community House and Park Special Event requests.
- Creates program and league informational flyers for department. Under direction of Recreation Supervisor(s), notifies participants of course/program status.
- Contacts media regarding public service announcements and distribution of information.
- Maintains cancellation line.

MINIMUM DESIRED QUALIFICATIONS:

- Graduation from a high school or GED equivalent with 1-2 years of vocational or educational course work to include computer training that would include, but not limited to, work in general office practices such as keyboarding, word processing, database development, filing, accounting, and bookkeeping.
- Any combination of education and experience, which demonstrates the knowledge, and experience to perform the work.
- College degree or technical college certificate preferred but not required.

- Web site maintenance and knowledge of web related software is a plus.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS:

- Considerable knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; knowledge of accounting principles and practices. Demonstrated skills in word processing, spreadsheet software, calendar software, and ability to learn special applications related to Parks & Recreation.
- Ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.
- Requires ability to multi-task at various levels of intensity. Effective time management to meet deadlines on short notice required.
- Ability to work independently and to complete daily activities according to work schedule.
- Ability to understand and communicate written and oral instructions.
- Ability to establish effective working relationships with employees, supervisors, and the public.
- Ability to meet high customer service standards and demands.

TOOLS AND EQUIPMENT USED

Programmable telephone, personal computer, laser printer, copy machine, fax, calculator, cash register and credit card machine. Computer software includes MS-Windows, MS-Word, MS-Excel, MS-Access, MS-PowerPoint, Sportsman, Internet, CIMS Cemetery Software, and desktop publishing software.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, sit and talk or hear. The employee is required to use hands and fingers to handle, feel or operate objects, tools, or controls, and reach with hands and arms. The employee is occasionally required to balance, stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close visions, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions in an office environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is minimal.

SELECTION GUIDELINES

Formal application, rating or education and experience; oral interview and reference check; job related tests may be required.

Residency within a 15 mile radius of City Hall Building within six months of successful completion of probationary period.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.