

**CITY OF SPRING LAKE PARK
JOB DESCRIPTION**

JOB TITLE: Recreation Support Specialist – Registration and Receptionist (.8 FTE)

DEPARTMENT: Parks & Recreation

REPORTS TO: Director of Parks & Recreation

DATE: March 11, 2021

POSITION SUMMARY:

Spring Lake Park Recreation Department is looking for a highly motivated, team-oriented and enthusiastic individual who has a desire to provide customer service and registration support both in person and on the phone, aiding Parks and Recreation Staff with clerical support; record keeping, and marketing. This individual must have desire to work with public and be able to work in a fast-paced environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides general information and assistance to the public in person or over the phone.
- Takes registrations and payments.
- Keeps records and produces reports within a projected time-frame.
- Balance deposits and petty cash receipts and reconcile to daily/monthly reports.
- Process invoicing.
- Assists in promoting recreational programs through brochures, flyers and social media.
- Attends department and other meetings as position requires.
- Handles citizen complaints and concerns in a polite and professional manner.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to effectively communicate in oral and written form.
- Ability to work independently with skills to establish priorities and meet deadlines.
- Ability to draft correspondence as it relates to daily operation of Recreation Department.
- Comprehensive knowledge of office practices and procedures.
- Skill and proficiency in word processing.
- Ability to establish and maintain effective working relations with others.
- Ability to perform duties with tact and discretion.
- Ability to maintain records and monitor operations and expenditures in accordance with established criteria and policies.
- Ability to manage cash and deposits.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

MINIMUM QUALIFICATIONS:

- Administrative support experience
- Previous customer service experience
- Ability to use MS Office products
- Cash handling experience and point of sale systems
- Ability to maintain accurate records

DESIRED QUALIFICATIONS:

- Previous experience work experience or education and parks and recreation, communications or related fields
- Previous experience in using Active Net registration software
- Ability to make rational decisions based on established policy and procedure
- Ability to work independently and with minimal supervision
- Ability to provide a level of customer service that meets/exceeds customer expectation and satisfaction
- Ability to professionally exhibit cultural sensitivity, patience, and understanding in the course of work duties
- Ability to relate to and work with individuals representing diverse backgrounds and culture
- Fluency in Spanish, Hmong, Somali or Vietnamese language(s)

Background Check the City has determined that a City of Spring Lake Park Police Department criminal background check. Applicants must sign an informed consent allowing the City to obtain their criminal history information in connection with the position sought. Applicants who do not sign the informed consent form will not be considered for the position.

Physical Requirements Work is performed both inside, temperature-controlled environment. 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. While performing the duties of this job, the employee is regularly required to talk and listen. The employee frequently is required to stand, walk, use hands to finger, handle or feel and reach with hands and arms. The employee is required to operate a computer and office equipment.

Anticipated work schedule Monday – Friday 9:00 am 1:00pm 1:30– 3:15pm, 29 hours per week or .8 FTE

