



ADMINISTRATIVE SPECIALIST – RECREATION

POSITION DETAILS

Position Title:	Administrative Specialist – Recreation	
FLSA Classification:	Non-Exempt	
Salary Grade:	7	
Reports To:	Recreation Manager	
Cell Phone Stipend:	<input checked="" type="checkbox"/> Eligible	<input type="checkbox"/> Ineligible
Supervisory Functions	<input type="checkbox"/> Full-Time Employees	<input type="checkbox"/> Seasonal Employees
	<input type="checkbox"/> Part-Time Employees	<input type="checkbox"/> Volunteers
	<input type="checkbox"/> Temporary Employees	<input checked="" type="checkbox"/> No Supervisory Functions

BASIC FUNCTION

Administrative Specialist positions provide administrative assistance to a department or division to coordinate daily efforts with minimal supervision. Administrative Specialist positions in different departments or divisions may have tasks that vary widely, while overall responsibilities are very similar. Typical responsibilities include broad administrative support as required, data entry, accounting, reporting, research, and special projects as assigned. Accuracy, attention to detail, and the ability to coordinate and communicate effectively and provide exceptional internal and external customer service are required of all Administrative Specialists.

DISTINGUISHING CHARACTERISTICS

Under the direction of the Recreation Manager, performs a variety of administrative assistance, program support and recreation facility coordination duties. As the first point of contact, this position provides customer service through phone, email, and in-person inquiries; provides information about programs, facilities, and events; coordinates facility rentals, program registrations, event and program scheduling, as well as coordinates with internal staff and external groups. This position is expected to manage a variety of administrative and special projects; oversee scheduling and training of facility attendants, participate in board and committee meetings, and explain department program codes, policies, and procedures within their scope of authority.

The successful candidate must be able to work well under pressure, possess excellent interpersonal and customer service skills, maintain composure in a variety of settings while managing customer requests and demonstrate cooperative behavior with colleagues, supervisors, and members of the public.



ADMINISTRATIVE SPECIALIST – RECREATION

ESSENTIAL FUNCTIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- Perform a variety of administrative support, and public relations duties related to the City of Moscow Recreation Programs and recreation facilities; provide administrative support and coordinate administrative activities.
- Serves as liaison to the general public in responding to inquiries, problems and complaints; provides technical assistance and direction to recreation staff, explains policies and procedures to participants, staff, and volunteers.
- Provides information about programs, facilities, and events; coordinates facility rentals, program registrations, event and program scheduling, as well as coordinates with internal staff and external groups.
- Answer telephone calls and greet visitors and patrons; interact with numerous vendors, contractors, agencies, and citizens; receive complaints and explain division/department programs, codes, policies, and procedures within the scope of authority; provide information of a general or limited technical nature; schedule appointments and meetings.
- Oversee scheduling and training of facility attendants.
- Prepare and type a variety of correspondence, memos, reports, and other materials; maintain confidentiality of information and records; type reports and statements; type agendas, and other materials as directed.
- Assist the staff with special projects as assigned; research projects as assigned; coordinate communications with other departments, agencies, civic groups, and cities as assigned.
- Prepare process and coordinate the purchase of supplies and equipment for the office or department according to established guidelines; maintain office supply inventory levels.
- Maintain and monitor departmental budget as directed; compile and prepare records of time worked and ensure accuracy.
- Prepare a variety of statistical, financial, and narrative reports and records as necessary.
- Type and distribute letters, reports, and memos, including materials of a confidential nature; compose letters requesting or providing information; track office projects and maintain related files and records; develop and maintain extensive filing systems and computerized systems to maintain records and data.
- Operate a variety of office equipment, including personal computers, fax machines, copier, and calculators; receive, sort, open, and distribute mail.
- Receive payments from customers.



ADMINISTRATIVE SPECIALIST – RECREATION

REQUIRED EDUCATION AND EXPERIENCE

- Graduation from high school or GED.
- Course work in office management, administrative support and computer training.
- Two (2) years of increasingly responsible administrative office support experience.
- Experience working with Microsoft Office Suite, (Word, Excel, Outlook, PowerPoint, Publisher)
- Experience or Ability to work with timeclock tracking and scheduling software.
- Experience or Ability to work with web based service and operation applications.
- Experience working with youth, and youth sports programs preferred.

REQUIRED LICENSES AND CERTIFICATIONS

- Valid Driver's License

COMPETENCIES

Knowledge Of:

- Financial and statistical record-keeping techniques.
- Processing requirements and procedures for public documents.
- Basic budget preparation and control techniques.
- Modern office practices, procedures, and equipment.
- Operation of a personal computer and data entry and database management techniques for record maintenance and report generation.
- Applicable laws, codes, regulations, policies, and procedures related to assigned area.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Interpersonal skills using tact, patience, and courtesy.
- Verbal and written communication skills.

Ability To:

- Work well under pressure; meeting multiple and sometimes competing deadlines.
- Maintain composure in a variety of settings while managing customer requests.
- Demonstrate cooperative behavior with colleagues, supervisors, and members of the public.
- Plan and perform a variety of administrative support, and public relations duties to coordinate and support office operations and activities.
- Assure smooth, timely, and efficient office operations for the assigned function or activity.
- Operate a computer to enter data, maintain records, and generate reports.
- Research and analyze data and information and prepare data in format as assigned.



ADMINISTRATIVE SPECIALIST – RECREATION

- Apply and explain terminology, operations, policies and procedures of the assigned division.
- Communicate effectively both verbally and in writing.
- Work confidentially with discretion.
- Establish and maintain cooperative and effective working relationships with others.
- Meet schedules and timelines.
- Work independently with little direction.
- Maintain financial accounting records and filing systems.
- Prepare, monitor, and control assigned budgets.

Skill In:

- Microsoft Suite.
- When to Work.
- TimeClock Plus.
- CivicPlus CMS.
- CivicRec CMS.
- Social Media Platforms.

WORK ENVIRONMENT

- Office setting.
- Recreation Facility.
- Excessive intermittent noise.
- Constant interruptions.

WORKING CONDITIONS

- Sitting and viewing a computer monitor for extended periods of time.
- Dexterity of hands and fingers to operate a typewriter and computer keyboard.
- Reaching overhead, above the shoulders, and horizontally.
- Bending at the waist.
- Walking.
- Lifting light objects weighing up to twenty (20) pounds.
- Hearing and speaking to communicate and provide information to others.

TRAVEL

None.



ADMINISTRATIVE SPECIALIST – RECREATION

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.

AFFIRMATIVE ACTION/EEO STATEMENT

The City has an equal employment opportunity policy. The City will not discriminate against an applicant for employment, which includes discrimination on the basis of race, color, gender, religion, sex (including pregnancy), national origin, physical or mental disability, age, marital or familial status, sexual orientation, and gender expression or identity.