

Parks and Recreation Helper

General Statement of Duties

Performs a variety of responsible public contact, building maintenance, clerical, and recreation assistance duties supporting the operations of the Parks and Recreation Department.

Distinguishing Features of the Class

An employee in this performs a variety of duties supporting the department. Work includes serving as helper for the center and department, assisting the public with information and enrollment in programs, cleaning and maintaining, the recreation center, assisting the public in the use of the gym and relaying information. The employee is expected to have knowledge of the departmental operations, policies, and its services to respond to inquiries and perform the daily functions; non-routine questions or situations are referred to others. The employee works closely with the Parks and Recreation Director and assist with program planning and implementation. The worker may be exposed to indoor and outdoor conditions, extreme heat and cold weather, loud noise, and conditions that may affects the respiratory system of the skin such as fumes, odors, and dusts. Treating minor injuries that occur at the gym and baseball fields. The cleaning of the restrooms may expose the employee to bloodborne pathogens, therefore the work is subject to the final standards of OSHA on bloodborne pathogens. Specific oral and/or written instructions are available to apply to most work situations. Work is performed under the regular supervision of the Parks and Recreation Director and is evaluated through observation, conferences, and the quality, timeliness, and effectiveness of work completed.

Duties and Responsibilities

Essential Duties and Tasks

Assures recreation center, gym and ball field areas are safe and secure; sets up center rooms or gym for specific programs; cleans gym and center rooms, restrooms, hallways, and grounds as needed.

Serves as receptionist and program assistant for the department and recreation center including serving the customers and citizens who visit; takes telephone calls; takes messages, forwards calls, and assists visitors with a variety of information about programming, center activities, fees, program requirements and rules, etc; serves as mentor for children using the gym.

Works with the Director to jointly develop programs and events such as camps, instructional classes, and holiday and special events; picks up supplies and decorations, decorates the gym; develops schedules and other program material.

Assist the director with volunteers working at the gym.

Registers participants for a variety of programs; accepts and records fees; maintains records on fees collected; staffs and sells concessions at athletic events.

Schedules activities. including sports practices, park rental, sports center, and gym use. Inputs information in word processing programs, or other system to create rosters, schedules, or other documents; reviews and verifies records, takes and records program fees, enrolls participants in various programs.

Prepares various program fliers, notices, advertisements, and related documents; types of letters, reports and other materials; proofreads materials for typographical or spelling errors.

Checks equipment in and out; monitors use of facilities including the basketball court.

Maintains inventory of cleaning supplies; orders and distributes cleaning supplies for the department.

Backs up other departmental personnel, as needed; assists with special events.

Additional Job Duties

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Knowledge of the methods and programs for recreation programming and administration.

Knowledge of office practices and procedures.

Knowledge of grammar, spelling, and vocabulary.

Working knowledge of data base, word processing or data processing systems.

Working knowledge of town and departmental program policies, regulations and procedures.

Skill in customer service including problem-solving and conflict resolution.

Ability to communicate effectively in person and by telephone.

Ability to follow oral and written instructions and procedures.

Ability to lead others and provide direction for work assignments.

Ability to type and/or enter data with accuracy at the speed required by the particular program or position utilizing the services of this role.

Ability to compile information from electronic and manual records or records kept and maintain records of department activities.

Ability to establish and maintain effective working relationships with the general public and other employees.

Physical Requirements

Must be able to physically perform the basic life operational functions of balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, talking, grasping, feeling, hearing, and repetitive motions.

Must be able to perform medium heavy work exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to prepare figures and data, operate a computer, proof work and determine accuracy and thoroughness of work, and to activities of recreation participants.

Desirable Education and Experience

Graduation from high school, preferably including coursework in recreation administration or related field and some clerical support and recreation experience involving varied public contact; or an equivalent combination of training and experience.

Special Requirement

Possession of a valid North Carolina driver's license.