

Office Aide

40 hrs week including full benefits



DEFINITION

Under general supervision, provide a variety of clerical support and customer service tasks. Perform related work as required.

SUPERVISION RECEIVED

- ❖ Receives immediate direction from Administrative Aides. Additional direction given by department supervisors.

EXAMPLE OF ESSENTIAL DUTIES:

- ❖ Performs a variety of clerical support and receptionist duties; data input, answer phones, directs calls, takes messages, greets public and provides general information for all Parks and Recreation department classes, programs and events.
- ❖ Monitors all admittance to the facility, checks required credentials and charges appropriate fees.
- ❖ Calculates fees, charges and operate, balance cash register during shift.
- ❖ Monitor guests' activities in main lobby area and enforce all rules, regulations and safety principals.
- ❖ Assists in opening and closing procedures for the Community Center.
- ❖ Handles such services as selling merchandise and vending machine refunds.
- ❖ Has the ability to speak English clearly and understandably.
- ❖ Reads and follows diagrams and instruction written in English.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

- ❖ Standard office practices and procedures.
- ❖ Basic business arithmetic.
- ❖ English usage, spelling, grammar and punctuation.
- ❖ Personal computing and word processing.

OTHER JOB RELATED DUTIES

Ability to:

- ❖ Maintain accurate, organized records and files.
- ❖ Interpret and apply policies and procedures.
- ❖ Communicate clearly and concisely in English, both orally and in writing.
- ❖ Deal effectively with other city personnel and the public.
- ❖ Type at a speed necessary for successful job performance.
- ❖ Operate office equipment (including computers, scanners, calculators, printers and copiers).
- ❖ Work independently in the absence of supervision

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

EXPERIENCE: One year of customer service experience.

EDUCATION: Graduation from high school or GED.

WORKING CONDITIONS

Work is performed in an indoor setting working at a terminal/keyboard for extended periods of time with the ability to move at will to and from various points within the Community Center. Must have ability to communicate orally with the public either in person or via the telephone. Must have ability to produce information in written form and operate office equipment (computers, scanners, typewriters, calculators, printers and copiers). It may be necessary to move objects weighing 20 lbs., such as mail, packages, merchandise inventory etc.