



<b>CLASSIFICATION TITLE:</b> Parks & Recreation Aide	<b>JOB NUMBER:</b> 7150	<b>AFFILIATION:</b> Unaffiliated (Non-Union)
<b>REPORTS TO:</b> Parks & Recreation Coordinator or Recreation Supervisor	<b>PAY GRADE:</b> 9	<b>FLSA STATUS:</b> Non-Exempt

## GENERAL SUMMARY

Performs administrative support work providing manual and clerical duties for division, while assisting with a variety of recreation activities, programs, events, facility operations, and related work as apparent or assigned. Works a varied schedule to include days, evenings, and weekends. Work is performed under close to moderate supervision of the Parks & Recreation Coordinator or Recreation Supervisor ("supervisor").

## CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

## ESSENTIAL JOB FUNCTIONS

*To be successful in this position, an individual must be able to perform each essential function satisfactorily. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.*

- Provides routine customer service answering phones, greeting visitors, providing information on recreation programming and park amenities, registering patrons for classes, receiving and processing requests, complaints, reports of damage and maintenance concerns; exercises discretion in disseminating information, and explaining policies and procedures and routing the customer or concern to appropriate City personnel and/or supervisor(s).
- Performs cashiering functions, to include receiving payments, making change, refunding payments, balancing cash drawer, and preparing and making deposits.
- Monitor's customer needs and provides set-up and breakdown of equipment for all programs, classes and rentals throughout the Richland Community Center (RCC) as well as preparing for events held at City parks and other facilities including set-up and break-down of equipment and supplies.

- Monitors patron use of recreation equipment, facilities and event activities in compliance with established City rules and regulations and facility code of conduct; addresses issues as appropriate and reports on patron adherence to City rules, regulations and codes of conduct. Solicits assistance from supervisor(s) as appropriate.
- Assists parks, facilities, and recreation staff with coordination of a variety of programs, events, and facility support, with travel from site to site as needed.
- Assists patrons with reservations of RCC rooms and park shelters, acts as first point-of-contact for event organizers, gathering preliminary information and using criteria to determine when to refer the event organizer to a Recreation Coordinator or Manager for additional coordination assistance.
- Assists RCC customers with their event details; including making/adjusting the reservations (e.g. adding/removing furniture needs, room layouts, additional hours for set-up/clean-up, directing their vendors/caterers/attendees, etc.), following up with event organizers prior to the event to confirm furniture, and collect the final payment.
- Monitor's RCC for health and safety-related concerns; identifies and reports on potential hazards; supports, or leads, emergency response accordingly, calls 9-1-1 when appropriate, provides First Aid, and completes incident reports.
- Provide proactive support for department administrative needs; scheduling and preparing rooms for City meetings/trainings, and preparing print/electronic materials.
- Monitor's facility and notifies supervisor(s) when something is in disrepair; submits work orders (IT and facilities) as needed; contacts supervisor(s) during evenings and weekends as needed for supervisor to determine if issue warrants a call-out.
- Attends scheduled meetings to gain knowledge of specific event details, and other required training and/or general job-related information, as needed.
- Performs duties as a Recreation Attendant as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

*The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.*

### **Knowledge of:**

- Department and division policies, procedures, methods, practices, and equipment.
- Purpose and functions of the RCC and other assigned locations.
- Parks and recreation programming.
- Computer basics, including Windows-based software, website navigation, and data entry.
- Basic customer service, clerical, and filing skills.
- Proper telephone techniques and etiquette.

- Modern office practices, methods, procedures, and equipment.
- Proper cashiering procedures, including making accurate changes, reconciling cash drawers, processing refunds and preparing deposits.

**Skills and abilities to:**

- Read, learn, interpret, apply, and explain policies, procedures, program objectives and goals related to assigned duties.
- Follow oral and written instructions.
- Follow health and safety regulations.
- Model a sense of urgency and the ability to adapt to changing circumstances and customer experiences.
- Prioritize responsibilities and show attention to detail.
- Operate and maintain work location in an orderly and safe condition.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize, file, process, and prioritize multiple and varied tasks and materials in an effective and timely manner; work independently with moderate to little direction, set priorities and meet deadlines.
- Operate modern office equipment including personal computer equipment using standard or customized software application programs appropriate to assigned tasks.
- Use tact, initiative, prudence and independent judgment within general policy and procedural guidelines.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.
- Provide continuous effort to improve operations and work cooperatively and jointly to provide quality customer service.
- Accurately account for daily money transactions and daily shift close-out procedures.

## **SPECIAL REQUIREMENTS**

Obtain Food Handler's Permit within three (3) months of hire.

Valid driver's license.

## **EDUCATION AND EXPERIENCE**

High School Diploma or GED.

## COMPETENCIES

### Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

## PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT


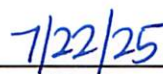

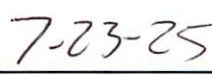

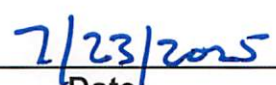
*The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

This work requires regular and punctual attendance at the office or other assigned locations; requires the regular exertion of up to 25 pounds of force and occasional exertion of up to 50 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel, stooping, kneeling, crouching or crawling, reaching with hands and arms and repetitive motions; frequently requires standing, walking and lifting; occasionally requires sitting, climbing or balancing and pushing or pulling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work occasionally requires wet, humid conditions (non-weather), and exposure to outdoor weather conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

**Authorization (for Archive)**

*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 classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.*

	
Human Resources Director <i>designee</i>	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date