

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: RECREATION ASSISTANT**  
**DEPARTMENT: RECREATION**  
**REPORTS TO: PARKS AND RECREATION DIRECTOR**

**JOB CO/DE: 4130**  
**DATE: 6/15**

**JOB SUMMARY:**

Performs important administrative work involving the operations of the department by assisting staff with administrative details such as providing exceptional customer service, composing correspondence, scheduling facilities meetings and appointments, responding to requests for information, and resolving customers problems and complaints. Works with confidential information. Prepares graphs and charts and maintains files.

**ESSENTIAL JOB FUNCTIONS:**

Schedules facilities for user groups; enters reservations into the Rec Trac software program and provides user groups with permits; determines fee amounts; issues keys to facility users; collects fees; resolves scheduling conflicts; determines and collects documents required of renters.

Maintains file of insurance certificates and indemnification agreements.

Meets weekly with the Recreation Supervisor and the Grounds Maintenance Superintendent to discuss field maintenance, field use, and scheduling needs. Works directly with Athletic Directors and Sports Leagues on a daily basis.

Maintains petty cash.

Attends meetings on behalf of the Parks and Recreation Director and Recreation Supervisor.

Assists in the preparation of the annual budget.

Performs a variety of clerical and administrative tasks.

Provides necessary forms for all new hires and ensures that all forms are completed before forwarding to Personnel; acts as liaison between Personnel Department and Recreation Department.

Computes light costs for Memorial Field users; completes invoices; informs Memorial Field concessionaire of upcoming events and programs.

Maintains and updates reservation calendar; e-mails calendar to General Services Buildings Superintendent.

Responds to customer requests for information and assistance with classes, Web sites, online registrations, special events, and sports contacts.

Reviews class registration forms; updates family information in Rec Trac; processes class payments.

Monitors upcoming classes and programs to determine if maximum numbers of registrations have been met; consults with the Assistant Recreation Director to determine if the number of students in class can be modified.

Assists the Recreation Supervisor by processing class rosters and attendance sheets; notifies class participants when classes are cancelled; issues refunds.

Processes release forms and camp itineraries; ensures that all participants have completed and returned the necessary forms.

Creates and maintains a database of program codes; assigns program codes to each program; enters data on class descriptions, cost, location, dates, times, registration cut-off dates and ages, grades, and residency requirements into Rec Trac.

Assists with creating seasonal brochures; creates and maintains department Web pages; appears on radio and television to represent the department; assists in the production of shows to be aired on local television stations; establishes and maintains a network of news contacts for weekly informational releases of programming information.

Diagnoses, troubleshoots, and repairs or seeks assistance for the set-up and maintenance of computer hardware and software; learns and obtains proficiency in new software and upgrades; instructs department staff in new software and upgrades.

Creates and maintains a database for tracking scholarship awards; reviews client applications and accompanying documentation to assess needs and eligibility for scholarship assistance.

Prepares daily deposits; reconciles department income.

Answers and directs calls to the department.

Assists the Recreation Supervisor in the recruitment of volunteer youth sports coaches for seasonal sports leagues.

Assists and represents the department at city-sponsored special events; represents the department on various intra-city committees.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Computer	Photocopier	Fax
General Office Equipment	Multi-line Telephone	Calculator

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:** (Depending on area of assignment)

High school degree or equivalent and,

Three years of progressively responsible clerical experience.

Any combination of education, training and experience which provides the required knowledge, skills and abilities required for the job.

**Licenses and Certifications:** (Depending on area of assignment)

Notary Public.

Valid New Hampshire Drivers License

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

Administrative policies and procedures related to the parks and community centers.

Scheduling policies and procedures related to swimming pools, plazas, and athletic facilities.

Technical terminology appropriate to the area of assignment, such as field dimensions.

Modern office methods, procedures, equipment, business letter writing, and standard clerical techniques.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Basic budgetary principles and practices.

Computerized record keeping, report preparation, filing methods, and records management techniques.

Web-based delivery systems.

Departmental software programs, including but not limited to Microsoft Office Suite, Microsoft Office Outlook, Microsoft FrontPage, Adobe InDesign, Adobe PageMaker, and Vermont Systems Rec Trac and Web Trac.

Windows operating system.

Department policies, procedures, and program offerings.

**Skill in:**

Communicating clearly and effectively with others, orally and in writing.

Dealing courteously and diplomatically with the general public.

Typing complex documents containing information or programmatic language related to the field of parks and recreation.

Compiling, composing, and maintaining reports.

Understanding and carrying out complex written and oral instructions.

Conducting Web-based searches for local news contacts.

Use of personal judgment and tact in the resolution of user group conflicts.

Reading, analyzing, and interpreting requests for scholarship assistance.

Working as a team member in a chaotic environment.

Use of studio television equipment.

Defending and promoting department objectives in inter-departmental meetings.

Using computers to enter and retrieve information.

Operating general office equipment.

**Mental and Physical Abilities to:**

Handle situations in which others may be angry or argumentative.

Establish and maintain effective working relationships with others.

Frequently lift light and occasionally heavy objects.

**Working Conditions:**

Work is usually performed in an office.

Recreation Assistant

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should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.