



**JUNE 2017**  
**FLSA: NON-EXEMPT**

## **SENIOR ADMINISTRATIVE ASSISTANT**

**HOURLY PAY RANGE: \$13.04-\$15.85**

### **DEFINITION**

Under general supervision, performs a variety of customer service and office support duties for the District, which may include data entry and organization, telephone and counter reception, handling monetary transactions, processing of documents, record keeping, and filing; performs routine operation of office equipment; provides information and assistance to staff and the general public; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or management personnel. Functional or technical supervision may also be received from department staff.

### **CLASS CHARACTERISTICS**

This administrative support classification is expected to perform a variety of general administrative and clerical duties in support of the District operations. Positions in this classification are trained in all procedures related to the assigned area(s) of responsibility, working with a degree of independent judgment, tact, and initiative. This class is distinguished from the Administrative Technician classification in that the latter is responsible for the full scope of financial record keeping transactions with respect to payroll, accounts receivable and payable, and related fiscal support duties.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Ensure the front desk is adequately supervised and operating effectively in the absence of the Coordinator and Assistant Coordinator. Monitor assigned shift operations.
- Promote health and fitness, and recreation through center activities.
- Oversee guest service staff. Enforce established Center policies and procedures.
- Monitor and maintain a safe environment for center staff and patrons.
- Respond to emergencies according to established emergency action plans. Document accidents or incidents according to policy.
- Assist with trainings and provide job performance-related feedback to staff.
- Communicate accidents, incidents, facility issues, program issues, personnel issues, and other matters of importance to the Coordinator and Assistant Coordinator.
- Recognize superior job performance of guest service staff Document undesirable occurrences or trends in job performance, consistent with established policies.
- Provide general customer service. Responsible for positive public relations and assuring that a friendly atmosphere is maintained at all times while serving the public.
- Demonstrate leadership to guest service staff by leading by example, emphasizing teamwork, and providing a positive role model to others.

- Assist with administrative support with duties that may include inventory monitoring, preparing reports, filing, phone communications, email communications, utilizing computer software, and other administrative tasks.
- Perform the duties of a guest service representative as needed or assigned.
- Provides excellent internal and external guest and customer service. Creates a positive experience for through professional and courteous behavior and creative problem solving.
- Assists the general public with program enrollment, by signing participants up for classes, receipting money, and performing related registration procedures in an accurate manner.
- Sells Center memberships, classes and programs, creating a positive impact on Center attendance.
- Notifies participants of program/class cancellations or changes. Processes refunds, credits, and transfers.
- Schedules and processes facility, equipment, and Center rentals. Assists customers in making reservations for facility, equipment and Center rentals. Understands facility and rental guidelines and requirements.
- Provides information on the telephone, or in person, in response to inquiries such as recreation programs, schedules, online registration, Center services and other general information.
- Answers multi-line telephone, directs calls to appropriate Center personnel, and takes accurate messages.
- Operates office equipment such as copiers, computers and other related equipment.
- Performs various clerical duties such as data entry, proof reading, developing and formatting documents, word processing, filing, photocopying, etc.
- Installs, creates and maintains bulletin boards and display cases and Center/office decorations.
- Maintains a safe and clean work area and surrounding lobby area.
- Attends required staff meetings and training sessions.
- Communicates emergency information to police, alarm monitoring services and other emergency services as directed.
- Performs other related duties and responsibilities as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Teaching techniques and methods;
- Supervisory techniques and principles;
- Effective public relations techniques and principles;
- Conflict resolution skills;
- Center policies and procedures;
- Mathematical skills; and
- Personal computer and applicable software.

### **Ability to:**

- Effectively train and lead guest service staff;
- Provide constructive feedback regarding staff job performance;
- Enforce center policies;
- Establish and maintain effective working relationships with fellow employees and the general public;
- Communicate effectively, both verbally and writing;
- Utilize computer and applicable software to fulfill requirements of the position;
- Work independently without direct supervision; and
- Work long hours, holidays, evenings, and weekends.

- Meet and work tactfully and effectively with the public.
- Maintain a positive attitude and work effectively in a team-oriented fashion with co-workers.
- Handle large amounts of checks, cash and other negotiable instruments accurately.
- Make rapid and accurate arithmetic calculations.
- Understand and carry out oral and written directions.
- Work varied hours, holidays, evenings and weekends.

**Education and Experience:**

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

Equivalent to completion of the twelfth grade and one (1) year of general clerical or customer service experience.

**Licenses and Certifications:**

- Possession of, or ability to obtain within six (6) months of appointment, First Aid and CPR certification issued by the American Red Cross.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a keyboard and calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work indoors in a recreational and aquatic facility in an office environment with moderate to high noise levels, controlled temperature conditions, and infrequent direct exposure to hazardous physical substances although there is some exposure to potentially hazardous aquatic chemicals and wet conditions. Some positions may be exposed to dust, unpleasant odors, and fumes. Employees may interact with members of the public or with staff under stressful conditions while interpreting and enforcing departmental policies and procedures.

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Signature of employee

\_\_\_\_\_  
Date



