

TOWN OF WAYLAND POSITION DESCRIPTION

Title:	Recreation Assistant
Department:	Recreation
Appointing Authority:	Town Administrator
Affiliation:	Non-Union
Grade:	N-1
Personnel Board Approved:	10/25/11
Personnel Board Revised:	06/24/13

Summary of Duties

Skilled routine administrative support, clerical, secretarial and record keeping work related to operation of the recreation programs of the Wayland Recreation Department; all other related work, as required.

Supervision Received

Works under the general supervision of the Recreation Director, following departmental rules, regulations and policies; requires ability to plan and perform operations, and to independently complete assigned tasks according to a prescribed time schedule.

Refers more difficult questions to supervisor.

Supervision Exercised

None

Job Environment

Work is performed under very busy office conditions with a high amount of interruptions during the day from the general public and staff members; work environment is fast paced. Outside work is conducted under varying weather conditions, with exposure to some occupational risks. May be required to work outside of normal hours, to accommodate seasonal fluctuations.

Operates computers, typewriters, copier, facsimile machine, telephone and other office equipment.

Makes frequent contacts with the general public, other Town departments and officials, program instructors and other governmental organizations; most communication is by means of telephone and personal discussion.

Errors could result in loss of revenues due to lost participation, significant loss of services and poor public relations, and legal repercussions.

Essential Functions

The essential functions or duties listed below 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.

Provides administrative support to the Wayland Recreation Department.

Assists with contacting instructors, negotiating fees, establishing program dates and writing program descriptions as part of developing quarterly contracted fee-support recreation programs.

Assists in developing new and innovative recreation programs to include researching potential programs and events.

Assists in designing quarterly brochures to include program descriptions, advertisements and graphics.

Assists in soliciting potential and past advertisers, utilizes sound business practices to ensure that advertising relations are established and fostered.

Assists in developing contracted program fee structures and profit margins to ensure fee-support programs are sustainable.

Acts as liaison with the public, answers program questions, takes-in and processes program registrations, issues annual beach stickers, takes-in fees, and processes credits and refunds.

Assists in the oversight of the annual ski program, to include chaperoning children if necessary; acts as liaison between ski staff, skiers, parents and town; ensures the safety of participants; provides complete follow-up on any problems or injuries.

May track recreation program and location information to include maintain associated program files.

Performs related work as required.

Recommended Minimum Qualifications

Education:

High School education supplemented by courses in office procedures, typing, or computers.

Experience:

Two (2) years of progressive administrative experience; experience in recreation programs and dealing with the public preferred.

Substitutions:

An equivalent combination of education and experience.

Licenses/Certificates:

None

Knowledge, Abilities and Skills

Thorough knowledge of office equipment and Microsoft Office applications.

Knowledge of sound business practices in dealing with vendors and advertisers.

Ability to understand the recreational problems of a community in order to formulate and administer specific and specialized recreation programs.

Ability to motivate and continue to inspire the best efforts of others.

Ability to perform basic mathematical calculations; ability to calculate decimals and percentages.

Ability to exercise judgment, decisiveness and creativity in situations involving recreation programs and operations.

Ability to work effectively under time constraints to meet deadlines.

Ability to enforce and interpret rules and regulations tactfully and impartially.

Ability to deal appropriately and diplomatically with the general public and town departments in an effective manner.

Professional administrative skills including strong interpersonal communication skills, writing skills and computer skills.

Skill in publishing, word processing, and spreadsheet computer software applications.

Excellent customer service skills.

Physical Requirements

Minimal physical effort required in performing duties under typical office conditions; moderate physical effort required when overseeing programs. Ability to operate a keyboard at efficient speed. Vision and hearing at or correctable to normal ranges. Ability to sit, stand, walk and hear. May be required to stand for long periods of time when assisting the public. May be required to carry or lift materials weighing up to 30 pounds.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.