



## Recreation Assistant

### Definition

This position provides high quality customer service to the public; performs a wide range of recreation, office and facility support activities including fee collection and assistance with financial deposits; and performs related work as required. This position is Monday – Friday 5:30 a.m. - 2:00 p.m., occasional nights, weekends and holidays

### Typical Job Functions

*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.*

Provides quality customer service to the public and information regarding recreation programs, memberships, facilities, products and other services.

Explains City recreation policies.

Responds to complaints or refers them to appropriate staff.

Collects and accounts for various recreation fees, operates and secures cash drawers, performs point of sale/cash register functions, assists with daily financial deposits; opens and/or closes facilities.

Performs building inspections before, during and after use, reports equipment malfunctions or security concerns.

Uses computer programs to check-in members and guests, register participants for lessons, sign-up new members, and run reports; uses word processing programs to print forms, memos and correspondence.

Operates copiers, calculators, fax machines and printers; performs light cleaning and maintenance duties.

### Qualifications

### Knowledge of:

Principles and techniques of customer service, money handling and balancing of cash transactions, basic arithmetic, and basic computer applications including word processing; operation of office equipment including telephones, fax, copiers and printers; scheduling and inventory replenishment techniques.

**Ability to:**

Communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with co-workers, other City employees and the public; balance cash drawers and receipts; use basic computer applications to perform a variety of clerical functions; on a continuous basis, sit at a desk for long periods of time; operate multi-line telephones; write or use a keyboard to communicate through written means; lift or carry weight of 50 pounds or less; work various shifts, including early mornings, nights, weekends and holidays.

**Education and Experience**

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be: equivalent to the completion of the 12th grade; and one year of experience directly related to recreation programs and services.

**Licenses and Certifications**

Possession of a valid California driver's license is a condition of employment.

**Working Conditions**

Must be able to work various shifts, including early mornings, nights, weekends and holidays.