

RECREATION OPERATIONS SPECIALIST

General Statement of Duties

Performs a variety of administrative, clerical, and recreation specific duties for the department.

Distinguishing Features of the Class

Employees in this class perform a variety of administrative, and recreation specific duties. Work generally requires that employees coordinate certain activities such as customer experience duties, records and information processing, journey level department specific work, and a variety of other office assignments. Clerical and records keeping duties are considered at the journey level and require tact and discretion in handling public information matters. Work requires a knowledge of office operations, basic financial procedures, and related business proficiencies in order that the role may serve as backup at a competent level in several functions. Precedent setting situations are referred to higher level supervisors. Guides may include a variety of written manuals and instructions, as well as oral instructions. Sound judgment is required in performing the tasks. Work is performed under the supervision of the Marketing & Community Relations Specialist and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

Illustrative Examples of Work

Screens calls and inquiries; secures and gives information; handles public requests for services or information.

Receives and greets customers; gives information concerning customers' needs; handles some requests independently.

Secures information via telephone or personal contact; selects appropriate materials to answer questions.

Types correspondence, memoranda, notes, reports, forms, or other materials using Microsoft office systems; reviews work for compliance with instructions, spelling, punctuation and basic grammar; proofreads final proof of materials.

Drafts letters, memoranda, reports and other materials using past precedents as guides.

Organizes and promotes recreational classes and activities for the town; registers participants; observes and evaluates recreational programs & events.

Orders equipment; secures locations; orders and stocks supplies; provides related reports.

Assists with special events and related programs; recruits vendors; recruits and coordinates volunteers and external staff.

Assists in maintaining department website and social media presences to maintain uniformity.

Assist with departmental marketing efforts as assigned.

Reviews and verifies records and reports for correct information; processes documents based on review and verification; files and retrieves materials based on limited information and performs periodic follow-up activities.

Requests information using standardized forms; compiles information requiring the selection of data from established records or reports.

Screens and routes materials according to content of communications; may do research or pull related materials from files.

Maintains activity records and files; initiates appropriate follow-up or further action based on the status of office activity.

Receives funds for departmental or program fees.

Prepares and deposits fund batches into the Town's financial software following Town procedures.

Performs related duties as required.

Knowledge, Skills, and Abilities

Considerable knowledge of office practices and procedures.

Considerable knowledge and ability to use correct grammar, vocabulary, and spelling.

Knowledge of the philosophy, principles, techniques of public recreation and administration.

General knowledge of various media & marketing techniques.

Working knowledge of arithmetic and its uses in general office work.

Ability to communicate effectively in person by telephone, and electronically.

Ability to gather and give basic information and instructions on departmental programs based on inquiries.

Ability to be tactful and courteous.

Ability to gather and compile materials from a variety of sources.

Ability to operate any office machines required by the position such as desktop computer, , calculator, CRT, or other equipment.

Ability to enter data, key, or type at the speed required by the department.

Ability to use judgment in organizing and establishing formats.

Ability to record information and balance figures.

Ability to compile information based on general instructions.

Ability to arrange and place records, reports and files into a proper sequence.

Ability to establish and maintain effective working relationships with the general public, supervisors, and employees.

Physical Requirements

Must be able to physically perform the basic life operational support functions of standing, walking, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to compile and compute data and statistics, operate a computer terminal, proof read materials, and do extensive reading.

Desirable Education and Experience

An Associate's degree in business or Recreation related field, with experience in a public recreation department; or an equivalent combination of training and experience.

Special Requirements

North Carolina class C driver license.

Certified Parks and Recreation Professional certification

Fair Labor Standards Act (FLSA) Status

Non-exempt

2025