



JOB POSTING – April 11, 2024
DEADLINE- Until Filled
INTERNAL FOR 7 DAYS

Job Title: Head Administrative Clerk Department: Parks and Recreation Department

Reports to: Thomas Reynolds, Director of Parks and Recreation

Job Summary:

The Parks & Recreation Administrative Clerk performs routine and complex secretarial and administrative assistant duties; oversees and administers day-to-day activities and functions of the Parks Department Office. This position requires someone who works cooperatively and effectively with the public and other employees in a very busy and sometimes stressful office environment. Serves as the primary assistant to the Parks Administrator & the Parks Board.

Supervisory Responsibilities: None

Duties/Responsibilities:

- Assures that the public is greeted in a prompt, warm and service-oriented manner and the City's standards for customer contact and telephone protocol are met.
- Customer service activities include, but are not limited to, processing complaints from concerned citizens, receiving various monies and payments, processing various applications and permits, and providing general front counter assistance and telephone call coverage for the Parks & Recreation department.
- Provides direct assistance to the Director and the Board.
- Assists with the preparation of budgets, correspondence, minutes, agendas, lists, reports, news releases, and notices.
- Primary manager of daily revenue from rentals, registrations, fees, and miscellaneous income as specified by the City Clerk-Treasurer. Includes making deposits to the Treasurer's Office.
- Responsible for processing petty cash, charge card statements, delinquent account collection, payroll reports, and purchase orders.
- Compose and type letters, memos, correspondence and reports, including information regarding confidential matters as required; prepare calendars, tables, graphs, reports and agendas.
- Manages online social media presence for promotions of the park activities, programs, feedback and concerns by and for the public.
- Maintain extensive filing systems; maintain budgetary and payroll accounts for the department; assist with department budget preparation and control; prepare requisitions and purchase orders and order office supplies as needed.
- Greet visitors to the Parks Administrator's Office, answer Parks Department phones, provide routine information and direct to appropriate individuals; open, sort and distribute incoming mail; receive citizen complaints and concerns; resolve complaints or refer situations to appropriate individuals.

- Record & transcribe Parks Board meeting minutes.
- Compile, compose and distribute media information.
- Prepare written and statistical reports on computer, including spreadsheet compilations.
- Assist the public with use of rentals, program information and registrations, etc.
- Scheduling and permitting the city parks and fields
- Assisting vendors with applications for Community Events
- Manages online social media presence for promotions of the park activities, programs, feedback and concerns by and for the public.
- Cooperate and work with other City departments.
- Works overtime as required to complete assigned tasks.
- Perform other administrative duties as assigned.

Education, certification, licensure, or other similar requirements:

High School Diploma or Equivalent; have taken business or other related courses; have at least two (2) years' of responsible clerical experience involving public contact; or an equivalent combination of experience, education, and training that would provide the level of knowledge and ability required for the position.

Job Environment:

- Work is performed primarily in an Office setting, except when recording Parks Board meetings.
- As necessary, incumbents will work at special events/programs possibly outdoors in the parks.

Fair Labor Standards Act (FLSA) status: Non-Exempt (hourly)

Employment status & Hours: Regular Full-time employment, 35 hours per week, Monday-Friday, 8:30 a.m. to 4:30 p.m. Occasional evening meetings or events

Salary/Pay rate: \$ 23.6601 (minimum) up to \$ 25.2410 (maximum) per hour (Grade S-22, NAGE)

Employee Benefits: Health, Dental, Life Insurance, Optional Vision and Flexible Spending Account (FSA).

How to Apply: Please send resume and cover letter to Personnel@holyoke.org