

RECREATION ASSISTANT

Part-time
FLSA Status: Non-Exempt

General Statement of Duties

Performs a variety of public contact, building maintenance, and clerical duties relating to the operation and maintenance of the Recreation Center, Town facilities, and assistance with programs, special events, and festivals.

Distinguishing Features of the Class

An employee in this class performs a variety of public contact, building and facility oversight, and clerical duties to support the operation of the Swansboro Parks and Recreation Department. Work includes serving as receptionist, assisting the public with information and enrollment in programs or about building rentals, taking fees, setting up rooms for programming, overseeing the public in the use of the center, enforcing policies, making copies, answering the telephone, and assuring building security and participant safety. The employee assists in facilitating youth programs such as the After-School Program, Summer Camp, and other camp programs, and adult/senior programs. The employee is expected to have knowledge of the departmental operations, policies, and its services to respond to inquiries and perform the daily functions; non-routine questions or situations are referred to others. Specific oral and/or written instructions are available to apply to most work situations. Work is performed under regular supervision and is evaluated through observation, conferences, feedback from building users, and the quality, timeliness, and effectiveness of work completed.

Duties and Responsibilities

Essential Duties and Tasks-These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Provides general administrative duties including but not limited to answering telephone calls; taking messages, forwarding calls, making copies, filing, and preparing and writing reports as requested.
- Assists visitors with a variety of information about programming, center activities, and Swansboro events.
- Assist with facility rental procedures and paperwork.
- Assist in program registration and maintaining accurate program records.
- Opening and closing of Recreation Center, and other Town facilities.
- Perform routine cleaning and maintenance of Recreation Center, Town facilities, and equipment.
- Provides supervision during rental events at the Recreation Center and Town facilities.
- Assist with set-up and break-down of activities and cleaning of program area.
- Maintain positive and appropriate relations with program participants and facility visitors.
- Comprehend and follow oral and written instructions.
- Assists with the planning, organization, and facilitation of various recreation programs including youth and adult programs.
- Occasionally drive town bus/van for programming needs.

- Assists with special events, festivals, and other program areas.
- May assist the Director or Program Supervisor with various program responsibilities such as developing fliers for programs, mailings, maintaining program statistics, and other activities.

Additional Job Duties

- Provide excellent customer service.
- Ability to work as a team member.
- Ability to participate in activities that include but are not limited to hiking, swimming, physical games and activities.
- Ability to work, weekdays, nights, and weekends.
- Performs additional duties and responsibilities as necessary.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- Working knowledge of office practices and procedures.
- Working knowledge of town and departmental program policies, regulations and procedures.
- Skill in customer service including problem-solving and conflict resolution.
- Ability to communicate effectively in person and by telephone.
- Working knowledge of Microsoft Office, specifically Word, Excel, and Publisher.
- Ability to set up tables and chairs and other equipment.
- Ability to follow oral and written instructions and procedures.
- Ability to establish and maintain effective working relationships with the general public and other employees.
- Working knowledge of application of information technology and social media platforms.
- Be enthusiastic and make programs fun and safe.

Physical Requirements

- Must be able to physically perform the basic life operational functions of standing, walking, hand mobility, talking, hearing, and repetitive motions.
- Must be able to perform light work exerting up to 20 pounds of force occasionally and/or a 10 pounds of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.
- Must possess the visual acuity to inspect activities and work in progress, collect fees, fill out forms, and operate a computer terminal.

Desirable Education and Experience

- High school diploma or course work in recreation, child development, or any related field/course work.

- Six months to two years' experience or any combination of education, training, and experience in organized recreational activities, working with youth, adults, and/or seniors.

Special Requirement

- Requires possession of a valid North Carolina driver's license.
- Possess CPR/First aid certification or willing to obtain.

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