



Aquatics Office Assistant

SUMMARY

Under general supervision, provides a variety of office support activities to the Aquatics department, which may include telephone and counter reception, customer service, receipt of payments, word processing, and data entry; provides information and assistance to the general public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from assigned Aquatics management and supervisory staff. Exercises no supervision over staff.

DISTINGUISHING CHARACTERISTICS

This is an entry-level classification providing clerical and customer support in the Aquatics Department. Incumbents perform a wide variety of clerical support duties, including assisting with customer service-related questions and issues. Positions at this level are not expected to function with the same amount of knowledge or skill level as positions allocated to Office Assistant, or Senior Office Assistant. This classification is distinguished from Office Assistant in that the latter performs more advanced administrative and office support duties requiring additional training and/or experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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.

1. Performs a wide variety of routine office and customer service duties to support the aquatics department including filing, answering the phone customer service, cashiering duties processing and registration forms, and ordering and maintaining office and other related supplies.
2. Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
3. Prepares, copies, collates, and distributes a variety of documents, including informational packets; ensures proper filing of copies in departmental or central files.
4. Screens calls, visitors, and incoming mail; assists public at front counter and directs public to appropriate locations and/or staff; responds to requests for information, including providing information about services, classes, and events offered by the District; accepts registration forms from customers and enters information into the appropriate computer application.
5. Assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public; directs callers to appropriate District staff as necessary.
6. systems as required.
7. Gathers, assembles, updates, and distributes a variety of department or District specific information, forms, records, and data as requested.
8. Performs cashiering duties; processes payments and issues receipts.
9. Operates a variety of standard office equipment including job-related computer hardware and software applications, copiers, postage meters, facsimile machines, and multi-line telephones; may operate other department-specific equipment.
10. May assist with special event programs; assists in coordinating reservations, scheduling, and use of equipment and facilities.
11. Assists with District special events as needed.
12. Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

- High School Diploma or GED is desirable
- Any relevant experience is desirable.



Aquatics Office Assistant

Knowledge of:

- Departmental practices and procedures and applicable District policies.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Basic math methods, procedures, and terminology.
- Basic recordkeeping principles and procedures and cash handling.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the community members and District staff.

Ability to:

- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Learn, interpret, and apply administrative and departmental policies and procedures.
- Make accurate arithmetic computations.
- Perform responsible clerical support and customer service work with accuracy, speed, and minimal supervision.
- Learn and understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Organize, maintain, and update office database and records systems.
- File materials alphabetically, chronologically, and numerically.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess: mobility to work in a standard office setting and use standard office equipment, including a computer, and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity needed to access, enter, and retrieve data using a computer keyboard, calculator, and to operate standard office equipment. Occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Ability to lift, carry, push, and pull materials and objects up to 40 pounds or heavier weights with assistance and/or the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents typically work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents will interact with individuals in interpreting and enforcing rules, policies, and procedures.

WORKING CONDITIONS

Incumbents may be assigned an irregular work schedule, including weekends, early mornings, evenings, and holidays.

PRE-EMPLOYMENT CONDITIONS

- Department of Justice fingerprint clearance.
- TB Test