



SUMMARY

Under direction, plans, directs, and oversees staff, operations, activities, administrative and clerical support of an assigned District department. Areas of responsibility include, but are not limited to: Front Counter operations, enrichment programs, cultural activities, and programs and classes. Oversees the development, promotion, and implementation of recreation programs which meet the needs of a diverse community; ensures program facilities are properly maintained; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from higher-level supervisory staff. Leads and directs lower-level staff and volunteers.

DISTINGUISHING CHARACTERISTICS

The Front Office Coordinator is responsible for planning, overseeing, and directing the operations, services, staff, and activities of an assigned recreation program area. Performance requires ability to work independently with initiative and discretion within established guidelines. This classification is distinguished from Recreation Supervisor in that the latter has overall administrative and operational responsibility for recreation programs and services.

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. Oversees the development, promotion, and implementation of recreation programs for all ages in accordance with community needs; evaluates program effectiveness; recommends changes and implements management decisions.
2. Oversees the front office staff and volunteers; plans, assigns, trains, directs, and monitors staff duties; provides input to supervisor for employee performance evaluations.
3. Serves as system administrator for District-wide registration software.
4. Activates, maintains, and monitors registration software accounts and workstations; develops and trains staff to use registration software; responds and resolves staff and customer system inquiries.
5. Assists in developing, implementing, and maintaining computer systems and applications, tracking systems, databases, and spreadsheets.
6. Assists with tracking registrations, forms, contracts, and reimbursements.
7. Assists with fee collection, accounting activities, and program registration in assigned areas; reviews records and files to ensure proper accounting and documentation consistent with District policies and procedures.
8. Verifies, posts, and records a variety of financial transactions; prepares and maintains databases, records, and a variety of periodic and special financial, accounting, and statistical reports; generates reports and reconciles accounts.
9. Assists customers, contractors, and employees by providing answers and information regarding specific account information, researches issues and updates files, customers, contractors, and staff as needed.
10. Maintains a variety of ledgers, registers, and journals according to established policies and procedures; reconciles transactions and data as directed; validates data that significantly influences the accuracy of the District's financial records.
11. Serves as District representative with external organizations; attends and/or speaks at meetings, community and professional functions, and conferences as assigned.
12. Assists supervisor with budget development and management.
13. Performs administrative tasks, such as attending and scheduling meetings, preparing reports, monitoring expenditures, and maintaining records.
14. Assists in developing and implementing policies, procedures, and staff training for program areas.
15. Receives and responds to questions and concerns from patrons; identifies issues and resolves problems or refers to supervisor as appropriate.
16. Inspects and maintains program equipment; ensures that maintenance and repair needs are addressed.



17. Coordinates daily office functions, such as public counter activities, typing, mail services, flow of correspondence, telephone coverage, filing, and requisition of supplies, recreation program registration, directory boards, District car use, equipment maintenance and other clerical services.
18. Assists and evaluates contract services.
19. Assists with District special events as needed
20. Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

- High School Diploma or GED, supplemented by two years or 60 units of college level coursework, in business administration, recreation, communications, or a related field, Bachelor's Degree desirable;
- AND**
- Three years of relevant experience;
- OR**
- Any combination of training, education, and experience that would provide the required knowledge, skills, and abilities.

Knowledge of:

- Principles and practices of leadership, positive reinforcement, and team dynamics.
- Departmental practices and procedures and applicable District policies at a level sufficient to lead and direct the work of others.
- Relevant rules, regulations, policies, and procedures.
- Organization and operation of the assigned program area and related facilities.
- Proper care and use of equipment, materials, and supplies.
- Methods and techniques of planning, evaluating, and implementing programs.
- Principles and techniques for fostering effective work groups.
- Cash management, accounting, and record-keeping techniques.
- Occupational hazards and standard safety practices.
- Operate modern office equipment including computer equipment and software applications.
- Principles and practices of data collection and report preparation.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Basic accounting methods, procedures, and terminology.
- Recordkeeping principles and procedures and cash handling.
- Principles and techniques for providing a high level of customer service by effectively communicating with the public, vendors, contractors, and District staff.

Ability to:

- Lead lower-level staff and volunteers, including training, work planning, organizing, scheduling, and coordinating.
- Assist with the planning and development of District policies and procedures.
- Understand, interpret, and apply all relevant laws, rules, regulations, policies, and procedures.
- Work collaboratively with the Administrative Services Department to administer the recreation software system and its interfaces to the District's accounting processes and system.
- Maintain accurate financial records and work within authorized budgeted resources.
- Perform detailed account and financial support work accurately and in a timely manner.
- Monitor and troubleshoot registration software system issues.
- Maintain facilities and equipment in a clean, safe, and secure manner.
- Speak effectively in public.



FRONT OFFICE COORDINATOR

- Independently organize work, set priorities, meet deadlines, and follow up on assignments.
- Demonstrate strong customer service skills and establish, maintain, and foster positive and effective working relationships.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Independently perform complex clerical support and customer service work with accuracy and speed.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Operate modern office equipment including computer equipment and specialized software applications. .
- Use tact, initiative, prudence, and independent judgment within general policy guidelines.

Licenses and Certifications:

- Completion of American Red Cross First Aid, CPR, and AED training within six months of hire and maintain certification throughout employment.

PHYSICAL DEMANDS

Must possess: mobility to perform physical work; vision to read printed materials and a computer screen, and to operate a vehicle to transport materials and equipment to various sites and offices; hearing and speech to communicate in person and over the telephone or radio. The classification supports indoor and outdoor recreation programs requiring frequent walking, running, conducting exercises, and related physical activities. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, calculator, or tools and equipment used in assigned program area. Program activities may require sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping, and making repetitive hand movement in the performance of daily duties; the ability to lift, carry, and push tools, equipment, and supplies weighing up to 40 pounds, or higher weights with assistance and/or the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents work in both indoor and outdoor environments with moderate to loud noise levels. May work in controlled temperature conditions, cold and hot temperatures, or inclement weather conditions. 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

CLASSIFICATION DETAILS/HISTORY

Date Adopted: Updated

6/26/23

Job Code: PT858

FLSA Status: Non-Exempt