

**City of Poulsbo
Position Description**

Position Title: Office Clerk	Reports To: Administrative Assistant
Department/Section: Parks & Recreation	Date: September 2023
Salary Schedule: Non-Represented Hourly – Range 15	FLSA: Non-exempt

General Scope of Work:

The Parks & Recreation Office Clerk is responsible for staffing the front desk of the Recreation Center. The individual performs continuous customer service duties while also executing a variety of administrative tasks in a very busy environment. They must communicate effectively with customers and staff by phone, email, and in person, have exceptional customer service skills, be organized and able to multi-task, possess a high degree of computer skills, and be a team player within the department.

Supervision:

General supervision is provided by the Administrative Assistant. This position is not responsible for supervising other employees.

Job Duties and Responsibilities:

1. Assist patrons in person and by phone, answering questions, taking registrations for programs, or directing them to the appropriate staff person or other entity.
2. Retrieve telephone and e-mail messages and return calls and e-mails as quickly as possible.
3. Provide programming assistance daily, including sending reminders, canceling, postponing, or rescheduling classes by personal call and/or email, calling waitlists, maintaining and updating programs in CivicRec, and assisting instructors or programmer as needed.
4. Set up reservations for Park facilities and signboards. Set up reservations for Recreation Center facilities for programs and parties and securing staffing for parties.
5. Assist with the department activity guide, including proofreading, creating graphics, and performing set-up and maintenance of all programs in the online catalog.
6. Create the department's monthly e-newsletter, flyers, Facebook posts, and other documentation and promotions as needed.
7. Take payments, balance the daily receipts, and run financial reports as needed. Perform Accounts Receivable activities and cross-train on other financial activities, including Accounts Payable.
8. Knowledge of and ability to follow city and department rules, regulations, and policies.
9. Communicate constantly with other department staff in order to distribute the most current and up-to-date information possible.
10. Use numerous software programs and applications to perform a variety of tasks.

11. Complete routine filing for the Parks and Recreation Department and assist with records retention.
12. Open or close the facility as appropriate and secure the building at all times.
13. Assist with special projects when directed to do so by the Administrative Assistant.
14. Assist in the Emergency Operations Center (EOC) in the event of an earthquake or other disaster.
15. Perform other duties appropriate to the position.

Performance Requirements (Knowledge, Skills, and Abilities):

- Exceptional customer service skills – outgoing personality, friendly, and a sense of humor are necessary.
- Skill in interacting with the public in a positive, tactful manner in possibly stressful, emotionally charged situations.
- Ability to work with individuals at all levels of the organization, as well as the ability to work independently.
- Knowledge of basic administrative and general office practices and procedures.
- Knowledge of fundamental mathematics.
- Ability to communicate effectively orally and in writing. Strong grammar and composition skills.
- Ability to multitask in a busy environment, strong organizational skills.
- Ability to work with computer systems and utilize both networked and personal computer applications.
- Ability to operate and instruct others in the operation of modern automated office equipment.
- Ability to obtain a working knowledge of department operations and procedures, federal, state, and local pertinent regulations.
- Familiarity of the Poulsbo/North Kitsap community, and the services within the community.

Education and Experience

- Possess a High School Diploma, GED or equivalent
- Minimum two years of administrative experience in a busy environment.
- Possess a valid Washington State Driver's License or ability to obtain within three months of hire date

Working Conditions

Environmental Conditions

Work is performed in a busy office atmosphere at the recreation center, with extensive work performed at a computer workstation. Because the work desk is located near the front door and classrooms, the area can be loud and distracting.

Physical Conditions

The Office Clerk position does not require heavy lifting on a regular basis; however, the individual may be required to lift heavy boxes, supplies, or equipment of approximately 50 pounds.