

CITY OF IRWINDALE

SENIOR RECREATION LEADER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, provides general assistance and support to recreation program and activities including providing front desk support to patrons; collects fees and registers patrons for recreational programs; provides information and customer service to the public regarding City recreational activities; sets-up and issues equipment for recreational activities; assists in providing on-site supervision of recreation program and activity participants; and performs a variety of general and routine administrative tasks in support of recreation programs.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Provides front desk support to patrons; collects fees, registers patrons for programs; receives money; issues receipts; maintains a variety of files and records.
2. Performs a variety of customer service functions, including performing initial greetings, answering phones and forwarding calls, and issuing memberships to patrons.
3. Opens and closes the recreation facility ensuring doors are locked.
4. Provides specific recreational information to the general public, including answering questions about programs offered, suggesting appropriate programs for that individual's needs, explaining rules, regulations, programs and fee schedules to first time users, and providing directions as necessary (in person and over the phone).
5. Operates standard office equipment including filing systems, phones, register, and computer; performs duties on computer using spreadsheet and other programs.
6. Maintains program supplies and equipment for recreation center; orders supplies as necessary and maintains organized front desk work environment.
7. Types, proofreads and processes a variety of documents including general correspondence, memos, and brochures; prepares bus passes as necessary.
8. Provides general assistance for recreation programs as necessary including city-wide special events, sports, teen programs, specialty classes, camps, excursions, and related recreation activities.
9. Assists in providing on-site supervision to program participants; assists program participants in recreation activities in assigned area; enforces applicable program rules and regulations.
10. Prepares recreational facilities for use; ensures that appropriate equipment and supplies are available for classes and events; sets up and takes down equipment.
11. Performs mathematical calculations and reconciles money received at the recreation center.
12. Adheres to City and departmental policies and procedures.
13. Performs related duties as required.

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QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Principles of recreation programs.
Group recreational and social activities.
Techniques and methods of organizing group activities.
Public relations.
Basic mathematics.
Effective instructional techniques.
Equipment used for assigned recreation activities.
Rules and regulations of sport activities.
Office procedures, methods, and equipment including computers.
Occupational hazards and standard safety practices.

Ability to:

Provide general assistance and support for assigned recreation programs and activities.
Perform routine clerical work including maintenance of appropriate records and preparation of general reports.
Set up and take down equipment for programs and special events.
Deal tactfully and effectively with the general public.
Demonstrate excellent customer service skills.
Work under pressure to meet deadlines.
Learn cashiering methods and procedures.
Perform basic arithmetical calculations at a level required for successful job performance.
Learn basic first aid procedures.
Operate a variety of office equipment including a computer.
Understand and follow oral and written instructions.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade or currently attending high school.

Experience:

Some experience as a participant in recreational leadership activities is desirable.

License or Certificate:

Must be at least 16 years of age (minors need to submit work permit at time of appointment).
Possession of an appropriate, valid driver's license.
Possession of a CPR and First Aid certificate within 30 days of hire.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Work is performed primarily in a standard office environment and at indoor and outdoor recreational facilities; travel to different locations; incumbents may be exposed to inclement weather

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conditions; work and/or walk on various types of surfaces including slippery or uneven surfaces; incumbents may be required to work extended hours including evenings, weekends, and holidays.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and recreation facility setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Date: November 2016

Ralph Andersen & Associates