

## **RECREATION INFORMATION CLERK II**

**DISTINGUISHING FEATURES OF THE CLASS:** This is moderately complex work that involves a combination of secretarial, reception and clerical work. The work includes overseeing the screening of visitors and telephone callers to a Recreation and Parks Department Center; answering questions involving departmental programs, facilities, and activities; as well as handling non-routine situations and setting priorities to assist an administrator(s). Additionally, the incumbent is involved in the production of informational brochures and flyers. The work differs from that of a first level Recreation Information Clerk in that the first level does not perform secretarial duties. Supervision is exercised over a back-up clerical or seasonal employee(s). Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Makes decisions in handling non-routine situations such as disapproving applicants, reviewing refund requests, responding to emergencies, verifying immunization of campers and scheduling of events when needed;

Sets up appointments, interviews and schedules for administrators and communicates with staff on their behalf;

Assists administrators in the scheduling of registrations and events;

Schedules personnel and arranges for overtime personnel;

Writes, edits, designs and proofs multiple brochures and flyers for camps and programs using software programs;

Composes letters and informational flyers under own signature;

Coordinates work activities for staff;

Assists administrator(s) in determining budgetary expenditures;

Runs various analysis, financial and comparative reports;

Maintains verbal communications with all supervisors when they are off site;

Screens visitors and telephone callers to the Recreation and Parks Department;

Totals monies in cash drawer against computer cash receipt report and resolves discrepancies if they occur;

Prepares daily bank deposit and posts to cash receipt journals, general ledgers, etc.;

Answers routine and non-routine questions concerning recreation facilities, programs and activities;

Accepts and processes registration fees for programs and activities;

Reviews camp applications for completeness, accuracy and conformity with established procedures;

Generates computerized registration reports such as class lists, numbers of program participants, instructor rosters, revenue collected, etc.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of recreation programs and facilities; good knowledge of clerical methods and office practices and procedures relating to a recreation program; good knowledge of English grammar, usage, punctuation and spelling; good knowledge of keyboarding practices such as spacing, dividing words, proofreading, tabulating, etc.; good knowledge of the procedures involved in handling public inquires and complaints, in person and by the telephone; working knowledge of business arithmetic; ability to effectively work with computer hardware and software to input text to produce graphics\*; ability to accurately keyboard\*; ability to prepare correspondence and reports; ability to present ideas clearly and effectively both orally and in writing; ability to understand and carry out oral and written instructions; ability to function independently in unstructured situations; ability to establish successful relations and communications with others; ability to exercise a high degree of tact and judgment.

(over)

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma, and two (2) years of work experience performing secretarial\*\* and clerical work which include answering questions and dealing with the public and/or employees on a regular basis and two (2) years of work experience within a recreation program, at least one (1) year of which involved supervisory duties.

**NOTES:**

1. Additional years of the required work experience may be substituted for education on a year-for-year-basis.
2. Post high school education may be substituted for the required general experience on a one-for-one basis for business or secretarial curricula and for up to one (1) year of the required experience for any other curriculum.

**PROMOTION:** One (1) year of permanent competitive class status as a Recreation Information Clerk.

\*To be demonstrated during the probationary term.

\*\* Managing routine and detail work for an administrator.