

**CITY OF FORT WAYNE JOB POSTING**

**Applicants and Employees must meet duties/essential functions and minimum requirements.**

Job Vacancy:	<b>Administrative Assistant – Registration</b>	Department:	Parks and Recreation
Requisition Number:	2022231		
Hours:	8:00 am to 5:00 pm, may vary	Rate of Pay:	\$42,953.87 Annually
Date Posted Up:	7/29/22	Date Posted Down:	Until Filled
Time Up:	3:00 pm	Time Down:	

**SUMMARY**

Working under the general direction of the Manager V - Office, incumbent performs a variety of clerical, office, and customer service duties as required. The incumbent is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with the City safety rules and operating regulations, policies and procedures as well as federal, state, and local regulations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the ability to interact with the public, City incumbents, and outside agencies with patience, tact, respect, and professionalism and the following. Other duties may be assigned.

**INFORMATION & COMMUNICATION**

- Provides professional customer service to the general public, other governmental agencies, private enterprise, consultants, professionals, and others doing business or making inquiries with the Parks and Recreation Department;
- Answers and directs telephone calls coming into the Parks and Recreation Department's main phone line, directing calls, answering inquiries, and taking messages as necessary;
- Handles a variety of confidential correspondence that is sensitive in nature including typing memos, letters or verbal instructions, and drafts correspondence for superiors periodically;
- Prepares bulk mailings for Parks Department and sorts and distributes all incoming U.S. mail as well as inter-office mail;

**OPERATIONS, SUPPORT & SCHEDULING**

- Provides support services to approximately 30 Manager and Supervisors;
- Utilizes RecTrac's Facility and Registration programs to perform such duties as reserving facilities, taking registrations for classes and leagues, and issues Dog Park Permits for both dog parks;
- Maintains the RecTrac Registration system. Duties include but are not limited to:
  - Answers inquiries regarding availability of classes and leagues found in the Parks Department's Fun Times brochure;
  - Takes registration information from participants over the phone by obtaining their class information, personal information, and credit card information;
  - Processes all mail-in and walk-in registrations from customers;
  - Handles all cash, check, and credit card registration payments;
  - Processes all registrations in the RecTrac Registration program;
  - Produces receipts for each transaction;
  - Prepares daily financial reports;
  - Mails or emails supply lists and informational receipts of customers;
  - Contacts registrants when classes are cancelled and transfers them to another class or processes a refund of the fees;
  - Assists RecTrac Lead in entering new programs into RecTrac quarterly;

- Assists customers in navigating fortwayneparks.org and with acquiring
- Utilizes RecTrac's POS system to sell tickets for Sweet Breeze boat tours;
- Sells golf memberships for the Park Departments three Public Golf Courses;
- Verifies dogs are up to date on their vaccinations and sells dog park memberships;
- Processes vendor permits to allow the public to vend in the parks, photo pass applications for professional photographers for Salomon Farm park, all Johnny Appleseed Campground reservations during the off-season, reservations for Salomon Farm Park facilities including the barn, homestead, and learning center, and reservations for Promenade Park facilities including the Park Foundation Pavilion, band shells, Wells Street Bridge, and lawn areas;
- Reserves park pavilions, wedding areas, ball diamonds, and soccer fields. Duties include but are not limited to:
  - Answers inquiries regarding availability of facilities for rental;
  - Reserves facilities;
  - Creates invoices to be used for collection of payments for facility rentals;
  - Processes all cash, check, and credit card payments for reserved facilities;
  - Issues permits for reserved facilities;
  - Prepares daily financial reports;
  - Creates weekly usage reports for Maintenance Managers and Supervisors;
  - Updates the RecTrac Facility system to delete all unpaid reservations daily;
  - Enters internal reservations for department programs utilizing the pavilions for programs;
  - Distributes key codes to all those who have reserved on of the 21 pavilions in the department;
- Utilizes the Ticketmaster system to sell concert and event tickets for Foellinger Theatre;
- Assists the Office Manager in maintaining the Riverfront and Sweet Breeze WebTrac pages;
- Fills in at other front offices within the department or assists at special events, as needed;
- Cross trains with other office staff to insure an uninterrupted workflow, fills in as necessary;
- Assists in the training of other staff;
- Assists other staff as needed or as directed;
- Maintains equipment and work areas in a clean and orderly condition;
- Performs clerical work requiring the use of independent judgment;

**FISCAL RESPONSIBILITY**

- Maintains a portion of the Park Department's petty cash;
- Maintains files for all Park Department financial records.

**MARGINAL FUNCTIONS:**

- Performs other duties and special projects/assignments as assigned;
- Must maintain a neat, clean business/business casual appearance.

**PERFORMANCE EXPECTATIONS**

The incumbent is responsible to manage their performance in accordance with this job description and the performance expectations provided to them by management. If at any time the incumbent is unsure of their role or specific responsibilities, it is the incumbent's responsibility to refer to their job description and ask for clarification from their supervisor. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

**SUPERVISORY RESPONSIBILITIES**

This position has no supervisory responsibilities.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **OTHER KNOWLEDGE, SKILLS and/or ABILITIES**

- Ability to effectively present information and respond orally to questions from co-workers and the general public;
- Ability to use standard office equipment, including a personal computer, postage machine, and procedure manuals;
- Makes accurate mathematical calculations and posts figures accurately;
- Must be able to work with confidential material.

#### **EDUCATION and/or EXPERIENCE**

- High school diploma or general education degree (GED) or equivalent combination of education and experience;
- Four (4) years experience in secretarial work involving substantial and verifiable public contact/customer service experience;
- Proficient use of Microsoft Office, including Word and Excel;
- Skilled in correct punctuation, spelling, and grammar.

#### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Fluent in both English and Spanish desired, but not required.

#### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

#### **REASONING ABILITY**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

#### **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid Indiana Drivers License if City vehicle is used.

#### **PHYSICAL DEMANDS**

The physical demands described here 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 the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, and distance vision.

#### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Applications may be submitted on-line at [www.cityoffortwayne.org](http://www.cityoffortwayne.org) or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1<sup>st</sup> Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Applicants must be 21 years of age or older to hold a CDL with the City of Fort Wayne. Reasonable accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

**Equal Opportunity Employer**

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.