

BAINBRIDGE ISLAND METROPOLITAN PARK & RECREATION DISTRICT

JOB DESCRIPTION

Title: Office Specialist
Reports to Administration Division Director or Aquatics Program Manager
Position Status: Part Time, Regular Part Time or Full Time
FLSA Status: Non-Exempt

JOB SUMMARY

The Office Specialist has responsibility for customer service, communications, problem solving, and analysis for the District Office or Aquatics Center. Examples of responsibilities include dealing with difficult customer service issues, spreadsheet development and maintenance, brochure cycle support, registration information and processing, account processing, facility scheduling, photocopying, and special event support.

ESSENTIAL JOB FUNCTIONS

1. Assist with customer service problem solving and perform duties such as listening to individual concerns, diffusing and troubleshooting requests, checking databases and records, and referring complaints or other matters to supervisors.
2. Perform extensive registration functions such as providing information and brochures about programs, processing online, walk-in, mailed, or phone registration, updating registration software with new information, collecting payment from customers.
3. Perform extensive facility rental functions such as providing information about the various facilities and rooms available, reserving facilities, checking out keys, monitoring balances due and communicating rules and regulations to renters.
4. Assist with District or department bookkeeping and account processing functions and perform duties such as, coding invoices, printing budget reports, processing charge cards, cash, and checks, processing refunds, processing invoices for payment by District Accounts Payable department, filing invoices, and data entry.
5. Perform office duties such as copying and faxing, word processing, filing, preparing mail, preparing weekly facility schedules, posting notices, filing, and distributing forms as well as other assigned office duties.
6. Operate office equipment including computers, copy machines, faxes, credit card machines, and postage meters. Perform office supply duties such as tracking orders, checking inventories, ordering office supplies, or doing inventories of food and supply concessions.
7. Assist in coordinating and performing administrative support duties including special projects, back-up for absent office personnel, and support with records maintenance.
8. Ability to work during normal business hours and ability to be punctual and reliable.
9. Back-up front desk customer service duties as well as answering phones and providing general information or directing calls to appropriate persons, welcoming people, or educating people about District or department services.
10. Attend various continuing education meetings, seminars and workshops.
11. Perform other duties and responsibilities as assigned by supervisor and Administration Services Director.

QUALIFICATIONS

- Proven experience with complex Word and Excel documents.

- Requires high school diploma or equivalent with training supplemented with continuing education workshops.
- Equivalent to two years of experience in customer service and office responsibilities including multi-tasking, problem solving, and day-to-day coordination of office functions.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Excellent communication skills and the ability to communicate in English courteously, clearly, tactfully, and persuasively.
- Ability to plan and arrange day-to-day activities, maintain work schedules, and perform multi-tasking responsibilities.
- Ability to accurately perform writing functions such as spelling, punctuation, grammar, and proofing.
- Ability to operate office equipment including computers, fax machines, and copiers and the ability to keyboard proficiently
- Skills in computer software including word processing, data entry programs and internet applications.
- Developing skill in forward thinking to listen and troubleshoot customer concerns, identify problems or issues, and develop effective solutions.
- Ability to work cooperatively with other employees, division and department heads, and the public. Ability to accept direction for job and skill improvement.
- Ability to work with a growing District and participate in collaborative activities.
- Knowledge of and ability to implement trends and practices in office and administrative support functions.
- Ability to prepare and present clear and concise written communications.

WORK ENVIRONMENT AND PHYSICAL EFFORT

This is a non-smoking work environment. The work environment is primarily indoors. and is performed in the district office. 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.

- This individual is regularly required to stand; walk; talk or hear.
- May move tables, chair, tents and materials, as well as set up rooms and outdoor locations for meetings and events
- The individual is occasionally required to stoop, kneel, or crouch.
- This individual is frequently required to sit.
- The individual must regularly lift and/or move up to 20 pounds.
- This job includes repetitive keyboarding.

SIGNATURES

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. But this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

Employee Name

Manager Name

Employee Signature

Manager Signature