

BAINBRIDGE ISLAND METROPOLITAN PARK & RECREATION DISTRICT

JOB DESCRIPTION

Title: Office Supervisor
Reports to: Administrative Division Director or Aquatics Program Manager
Position Status: Full-time
Payroll Status: Hourly

JOB SUMMARY

The Office Supervisor has responsibility for supervising front desk office staff and for overseeing or performing other functions such as class registration, database management, facility use and scheduling. In addition, this position serves as head cashier, is the lead person on registration software, and serves as lead for technical support. This is a multi-function position with many community information calls.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

1. Coordinate and perform day-to-day planning and scheduling of the Administration office or Aquatics Centers front desk and office staff to insure there is adequate coverage. Participate in department meetings and activities.
2. Provide customer service including problem solving and listening to individual concerns, diffusing and troubleshooting problems, checking databases and records, and resolving complaints or other matters with supervisors.
3. Coordinate and perform a variety of cashiering, bookkeeping or accounting duties such as balancing and recording daily cash entries, bank deposits, reconciling and troubleshooting district credit card receipts as communicating and coordinating with Kitsap County Treasurers office regarding non-tax related deposits to the District's account as directed.
4. Manage concession inventory maintaining and updating inventory records, reconciling discrepancies and assuring concessions are ordered and stocked properly as directed.
5. Monitor, maintain and administer the recreation database system. Ensure procedures are followed and recommend various improvements or changes as needed. Responsibilities will include but not be limited to monitoring and retiring activities as needed, monitor duplicate households, set up bill codes and organize facility set up.
6. Accounts receivable functions, such as billing school programs, tribal accounts, and various teams and other customer accounts. Monitoring balances in the Districts recreation computer software and following up to insure payment.
7. Act as lead on registration software such as assisting staff with software problems as needed and troubleshooting registration software including online function. Primary contact with support technicians and various training for staff as needed.
8. Registration functions include providing customers with program information, preparation for quarterly registration, processing class registrations, reviewing registration forms, entering registration forms, running reports from system, maintenance of registration process, and doing follow-up calls and e-mails.
9. Assist the Administrative Division Director with email, telephone and computer purchases and maintenance.

10. Recruit, recommend for hire, schedule and supervise front desk staff including recommending raises, retraining staff and working with discipline issues.
11. Manage cash handling for front office.
12. Assist with facility use and scheduling duties such as providing information on facility rentals, reserving facilities, processing cancellations, serving as back-up for weekly facility schedules, and other related functions.
13. Orient new front office staff regarding accounting, cashiering and customer services, and procedures. Serve as resource on day-to-day office functions.
14. Serve as back-up for other front office positions.
15. Recruit, recommend for hire, schedule and supervise front desk staff.
16. Attend various continuing education meetings, seminars, and workshops.
17. Perform other duties and responsibilities as assigned by supervisor.

QUALIFICATIONS

- Equivalent to four years of experience in customer service and office supervisory responsibilities including multi-tasking, problem solving day-to-day coordination of front desk staff and office functions, and computer operations including word processing and other programs. Bookkeeping and billing skills essential.
- Requires Associates Degree, or equivalent experience and training supplemented with continuing education workshops.
- Attention to detail
- Ability to work independently
- Ability to problem solve
- Strong supervision and organizational skills necessary

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of office and technical support practices, as well as ability to function as a computer and internet help desk resource and coach.
- Excellent communication skills and the ability to communicate in English courteously, clearly, tactfully, and persuasively.
- Ability to plan and arrange day-to-day office activities, maintain work schedules, and perform multi-tasking responsibilities in a fast-paced office.
- 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 to District accuracy standards.
- Previous experience with and knowledge of good cash handling policies and procedures.
- Skills in computer software including word processing, spread sheet, database, and internet applications.
- 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 District office and administrative support functions for Aquatics Department.

- Ability to effectively lead and assist in supervising diverse work activities of office and technical colleagues in a manner conducive to proficient performance, high morale, and District effectiveness.
- Ability to prepare and present clear and concise communications using applicable software.

WORK ENVIRONMENT AND PHYSICAL EFFORT

This is a non-smoking work environment. The work environment is primarily indoors and is performed in an 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.
- 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