

BAINBRIDGE ISLAND METROPOLITAN PARK & RECREATION DISTRICT

JOB DESCRIPTION

Title: Senior Office Specialist
Reports to: Administrative Division Director or Aquatics Program Administrator
Position Status: Full-time
Payroll Status: Hourly

JOB SUMMARY

The Senior Office Specialist has responsibilities for customer service and assisting in coordinating front office services. In addition, this position serves as a cashier and must be knowledgeable about various aspects of the recreation software. This is a multi-function position with many community information calls. Specific duties may include matters such as registration, accounts payable, benefit administration, bookkeeping, office start-up and shut down, database, facility use and scheduling.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

1. Performs customer service duties including answering phones and providing general information or directing calls to the appropriate persons, welcoming people and educating people about District resources.
2. Under the direction of their direct supervisor, provides guidance to and train customer service staff.
3. Works independently, acts as a lead and backs-up Office Supervisor when they are out of the office.
4. Perform customer service problem solving duties such as listening to individual concerns, diffusing and troubleshooting, or checking databases and records, or referring complaints or other matters to supervisors.
5. Perform extensive registration functions such as providing information and brochures about programs, processing various types of registrations. Other registration functions include providing customers with program information, preparation for quarterly registration, processing class registrations, running reports, and doing follow-up calls and e-mails.
6. Perform facility use and scheduling duties such as providing information on facility rentals, reserving facilities, processing cancellations, provide weekly facility schedules as requested, and other related functions.
7. Maintain regular and timely attendance.
8. May provide support to the Human Resources department with various duties which may include benefit administration, job posting and recruitment.
9. Provide staff assistance for events and specialized programs such as concert presales and sports league registration.
10. Assist with the smooth functioning of registration, front desk, facility use and other office functions.
11. Attend various continuing education meetings, seminars, and workshops.
12. Perform other duties and responsibilities as assigned by supervisor.

QUALIFICATIONS

- Equivalent to four years of experience in customer service and office responsibilities including multi-tasking, technical support, bookkeeping, problem solving, day-to-day coordination of projects and office functions, and computer operations including word processing and other programs.
- Requires Associates Degree, or equivalent experience and training supplemented with continuing education workshops.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of office, technical support, and project administration practices.
- Excellent communication skills and the ability to communicate in English courteously, clearly, tactfully, and persuasively.
- Ability to work independently when necessary
- Ability to learn new software.
- Ability to function in a self-directed manner by coordinating day-to-day office activities and performing back-up and multi-tasking responsibilities.
- Excellent ability to accurately perform writing functions such as drafting communications, spelling, punctuation, grammar, and proofing.
- Skills in computer software including word processing, spread sheet, database, and internet applications.
- Skill in forward thinking and ability to identify problems or issues and develop effective solutions, resolve problems, and gain cooperation among interested groups.
- 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 lead or participate in collaborative activities.
- Knowledge of and the ability to implement trends and practices in District related office and administrative support functions.
- Ability to effectively lead and assist in overseeing diverse work activities involving a variety of office and technical colleagues in a manner conducive to proficient performance, high morale, and District effectiveness.

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