

Office Specialist

Reports to: Executive Director
Pay rate/status: \$17.28-\$23.32 (Permanent; part-time)
Shift: Mon-Thurs 2-6 p.m., Fri 8a-1p; additional hours as needed; Approx. 21-25 hrs./week
Opening date: 06/21/2022
Closing date: Open till filled

General statement of duties: Perform customer service duties including reception, phone support, customer assistance, cash handling, and office support to district operations and programs. From being a resource to the public on district information, classes, and accounts, to helping people registering for programs on the phone and in person. This position is typically the first point of contact for patrons. Additionally, this position supports program supervisors, coordinators and accounting staff in office and during special events by assisting in program/rental room set ups, checks on equipment needs and may be required to be on site to help resolve facility issues that might occur. Light custodial work is an expectation of this position when facility coordinator is on an extended leave (i.e. wiping down surfaces, vacuuming, taking out trash). Performs other job-related duties or tasks as required.

Distinguishing features of the class: An employee in this classification is responsible for providing support to customers at a district facility; assisting in the reception and registration duties; and providing exceptional customer service. Work is performed under supervision of the executive director, with work being reviewed primarily based on quality of work and results attained. Supervision is not normally a responsibility of positions in this classification

EXAMPLES OF ESSENTIAL DUTIES PERFORMED:

(Illustrative only. Any single position of a class will not necessarily involve all of the duties listed, and many positions will involve duties that are not listed.)

- Answers a telephone operating system, directs calls to appropriate personnel while multi-tasking with patrons at the front counter.
- Assists patrons with program enrollment in person and on the phone, provides guidance regarding online account access, signs participants up for classes, receipts money, and performs related registration procedures.
- Provides a variety of reports including class rosters, program attendance, registration, and building usage from registration software.
- Operates standard office equipment such as copiers/scanner, computers, and calculators.
- Performs various clerical tasks as needed (scanning documents, filing papers, organizing supplies, etc.)
- Provides excellent internal and external customer service. Creates a positive experience for patrons through professional and courteous behavior and effective problem-solving resolution.
- Utilizes computerized registration software to assist staff, research program needs and generate facility reports and statistics for appropriate staff. Assists in the development, updates, and revision of forms. Provides appropriate feedback regarding programs, enrollment process, and frequent customer concerns to aid staff in the further development of program procedures.
- Proactively identifies errors with RecTrac and district website and works with program staff to resolve issues.
- Maintains and organizes front office area.
- Updates district website including ensuring accurate information, updated pictures, uploading documents, etc.
- Works with key staff to maintain all district social media accounts. Ensures regular posting and active engagement from the district.
- Opens and closes facility including securing rooms, turning off lights and other equipment, and locking/arming the facility.
- Enforces appropriate facility operating policies and procedures.



JOB DESCRIPTION

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- Provides facility support by assisting the facility coordinator, when they are absent, with light cleaning duties such as but not limited to; emptying garbage, vacuuming, disinfecting surfaces, and washing windows.
- Perform emergency support as directed in the emergency action plan.
- Administer first aid, CPR, and AED and responds to emergencies as required.

DESIRABLE QUALIFICATIONS:

Knowledge: Considerable knowledge of standard office practices and procedures, an understanding of customer service principals and basic business communications; basic use of relevant office equipment, multi-line phone system, computer programs, email, record keeping software, cashier and accounting procedures. Advanced understanding of applicable software and secure computer operations in a network environment.

Skills: The operation of standard office equipment; use of a computer; Microsoft Office Suite, registration software, typing. Strong verbal and written communication skills.

Abilities: Work independently; establish priorities and organize own workload; support and respect diversity in the workplace; assume a flexible work schedule as needed to meet district needs; research, gather and consolidate information from various sources into report format; effective verbal and written communication is essential; maintain files and accounting records; make accurate mathematical computations; establish and maintain a positive, effective working relationship with employees, departments, and the general public; communicate courteously, tactfully and pleasantly with the public and staff; work effectively in an environment with frequent interruptions.

Physical demands of the position: While performing the duties of this position, the employee is frequently required to sit. This position also requires the ability to stand, bend, kneel, and lift objects from floor to shoulder, crouch, walk, carry, push objects, communicate, reach, and grip/manipulate objects. The position requires mobility including the ability to move materials weighing up to 15 pounds on a regular basis such as files, books, office equipment, bags, nets, etc., and may infrequently require moving materials. Manual dexterity and coordination are required over 80% of the work period while operating equipment such as computers, keyboards, telephones, calculators, and standard office equipment. Persons with special needs may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to the disability and the ability of the hiring department to accommodate the limitation.

Personal protective equipment: Access to nitrile gloves for the administration of first aide, safety goggles, and work gloves as needed per task.

Working conditions: Work is performed primarily indoors in a highly visible, busy public environment. Large volume of public contact, background noise, and frequent disruptions can be expected at certain times. Adaptability, and flexibility are required to cover shifts, support staff and fulfill other requirements of the position.

Experience and training: High school diploma preferred and one year of direct customer service; including cashier experience in a busy and highly public environment; or any satisfactory combination of experience and training which demonstrates the knowledge, skills, and ability to perform the above-described duties.

Necessary special requirements: Possession of or ability to obtain current First Aid and CPR/AED certificates, ability to pass a criminal background check.

ADDITIONAL INFORMATION:

Equal Opportunity Employer