

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: Aquatic Center Office Assistant

UNION:1937

CLASS TITLE: Office Assistant III

SG:107

CS:Y

DEPARTMENT: Parks and Recreation

FLSA:Y

EEO4/SOCCODE:AS/43-4171

JOB SUMMARY:

Provides detailed and technical clerical support at the Aquatic Center. Leads day-to-day work of the cashier functions, including implementing policies and procedures, assigning tasks and monitoring the work of regular non-benefited Aquatic Center Cashiers. Prepares and maintains accurate records and documentation in accordance with department policies and procedures. Initiates and prepares accounts payable, daily reconciliations and deposits for the Finance Department. Interacts with the public, other City staff and outside agencies in the performance of duties. May perform cashier duties as needed.

SUPERVISORY RELATIONSHIPS:

Reports to the Aquatics Recreation Supervisor. Works under general supervision, and the guidance of applicable federal, state and local statutes, regulations, policies, procedures and contractual agreements. Serves as leads to regular non-benefited Aquatic Center Cashiers.

ESSENTIAL FUNCTIONS:

1. Provides detailed and technical clerical assistance to the public, City staff and other agencies by phone, in person, electronic and standard mail requiring thorough knowledge of laws, regulations, policies and procedures. Provides program information, communicates with vendors, responds to inquiries and refers to appropriate staff. May sort and route incoming mail and prepare outgoing mail.
2. Assists with the coordination of daily cash handling operations, including balancing cash drawers, facilitating cash exchanges with cashiers, and verifying daily reconciliations. Ensures accuracy in preparing and delivering deposits to the Finance and Parks and Recreation Departments. Supports cashier staff by providing guidance and resolving discrepancies.
3. Maintains variety of records including scholarship administration and program registration software. Reviews, processes and maintains scholarship applications and information following department procedures; registers and receives payments from participants in aquatic programs and is responsible for keeping complete and accurate information in the program registration software. Makes corrections and updates to records as needed.

4. Working from specific instructions and procedures, receives and initiates accounts payable, accounts receivable and daily deposit/reconciliations to submit to the Finance and Parks and Recreation Department. Identifies and makes corrections as needed. May initiate, reconcile and process invoices.
5. Maintains participant list and waitlist for existing and future programs offered. Assists in promoting aquatic programs by drafting printed and digital materials and collaborates with Recreation Coordinator to develop outreach communication.
6. Serves as lead to the regular non-benefited Aquatic Center Cashiers. Organizes, assigns and monitors work; provides training, technical guidance and feedback. Provides feedback on employee performance to supervisor. Prepares draft schedules for supervisor review and approval, and provides assistance with daily coverage scheduling as necessary.
7. Maintains lost-and-found, sorting and care of claimed or found items, and disposing of items per policies and procedures.
8. Recommends and implements clerical and administrative procedures, routines, forms and record-keeping systems to improve workflow and organization within scope of responsibility. Instructs others in such procedures and coordinates workflow to avoid duplication of work.
9. Serve as Time Administrator for Aquatic Center staff. Runs preprogrammed payroll/timekeeping reports, verifies information and processes corrections as directed by management staff to ensure data is complete and correct; submits payroll information to the Payroll Department within established deadlines.
10. Attends in-service and program staff meetings. Assist with creating meeting agendas for program areas, records meetings proceedings, transcribes minutes in final form, and distributes to group members.
11. Performs all functions of the Aquatic Center Cashier as needed.

ADDITIONAL WORK PERFORMED:

1. Assists with facility emergencies, first aid, CPR, crowd control and clean-up.
2. Monitors restroom and locker room facilities; performs minor cleaning and restocking of paper supplies.
3. During emergency weather conditions, may assist with snow removal or sanding to ensure safe patron access to pool facilities.
4. May be assigned special projects.
5. Performs other related work within the scope of the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- Thorough knowledge of office practices, procedures, and equipment.
- Knowledge of basic math skills including the ability to add, subtract, multiply, and divide with accuracy.
- Working knowledge of basic computerized accounting, electronic spreadsheets, word processing software and computer registration systems.

Skills in:

- Strong computer skills including utilizing word processing, data entry/retrieval, recordkeeping, spreadsheet and Microsoft Office applications.
- Strong oral and written communication skills and interpersonal sensitivity skills for interacting with a diverse population including co-workers and the general public.
- Strong skills in providing customer service to internal and external customers using tact, courtesy and good intent.
- Skills in organization and planning, problem analysis, adaptability and flexibility.

Ability to:

- Ability to understand and clearly explain Department policies and procedures.
- Ability to organize, prioritize, and independently perform work assignments.
- Ability to do repetitive work quickly, accurately, and with close attention to detail in an atmosphere of frequent interruptions.
- Ability to operate standard office machines such as calculator, typewriter, and computer terminal.
- Ability to operate a cash register, accurately and rapidly exchange money, and record transactions.
- Ability to communicate effectively with other employees and the general public using courtesy, tact, and good judgment.
- Ability to teach how to perform duties using a variety of learning methods and adjust training to meet learner needs.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform required duties including:
 - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
 - Frequently communicate accurate information and ideas with others;
 - Move between work sites;
 - Occasionally transport objects up to twenty-five (25) pounds.

WORKING ENVIRONMENT:

Work is generally performed in an office environment, with frequent interaction with the public in person and by telephone. Requires some walking on wet or slick surfaces around pool area and some lifting of heavy supplies and materials.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Three (3) years of progressively responsible clerical experience in a busy office setting including receptionist duties, extensive public contact, recordkeeping, and cashier or related experience handling money is required.
- One year of coursework or technical training in basic bookkeeping, business administration or related field may substitute for one year of general office experience.
- Demonstrated experience with computer software and computerized recordkeeping, including data entry/retrieval, spreadsheet, word processing and files maintenance is required.
- Lead experience preferred.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal background check and child and adult abuse records check.
- Must obtain and maintain a first aid and CPR Certification within 3 months of hire.
- Willingness and ability to work flexible and/or additional hours which may include evenings, weekends and holidays.

PREPARED BY: M. Bianconi
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01/26

REVIEWED BY: _____
Nicole Oliver
Parks and Recreation Director