

City of Claremont, New Hampshire Position Description

Position Title: Customer Service Desk Recreation
Leader

Reports to: Parks & Recreation Director

Department: Parks & Recreation

FLSA Status: Non - Exempt

Union/Merit: AFSME Union - Clerical

Grade Level-Points: Level I

Revised/Updated: 005/19/05

Job Summary

Performs a wide variety of office and program support duties related to the operations of the Community Center facility and Parks & Recreation Department, which may include reception front-counter related work, typing, word processing, data entry of registration forms, record keeping, filing, program development and implementation and program supervision.

Essential Job Functions (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class)

1. Performs general clerical duties related to the assigned function of responsibility.
2. Types, proofreads and processes a variety of documents including general correspondence, forms, memos, statistical charts and specialized documents from drafts, notes, brief instructions using a word processor or computer.
3. Acts as receptionist; answering the telephone and waiting on the general public, giving information on departmental policies and procedures as required.
4. Flexibility to work nights and weekends.
5. Enters, edits and retrieves data using computer terminal system; prepare and maintain computerized reports.
6. Perform a wide variety of routine clerical work including filing, billing and checking.
7. Sets up and maintains alphabetic and numeric files so that documents can be filed and retrieved in an orderly fashion.
8. Operate standard office equipment including word processing and computer terminals as assigned.
9. Processes departmental mail, opens, sorts, and distributes to appropriate individual, or develops a response as appropriate.
10. Performs a variety of administrative and clerical tasks associated with the operation of the department including; orders supplies and equipment for the office by preparing requisitions and purchase orders, and

Page 1 of 5

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City of Claremont, New Hampshire Position Description

interacting with vendors regarding specifications and availability of supplies and equipment and submit expense claims.

11. Acts as a team player by assisting the department in the planning, implementation and overseeing of programs and activities by the department.
12. Resolves problems and issues whenever possible to save the Department Head time; interacts with staff, elected officials and the general public, either in person or by telephone in order to respond to inquiries, receive complaints, and resolve problems.
13. Schedules and confirms appointments, meetings, or reservations, and maintains Department Head's appointment calendar to ensure effective time management.
14. Facilitates the exchange of information between the Department Head and others as requested or needed.
15. Composes correspondence on own initiative or under general direction to expedite the processing and completion of work.
16. Maintains administrative files related to the Department.
17. Assists Department in transcribing or typing from draft, reports, memoranda, policies, and special orders and directives.
18. Attends meetings on behalf of department staff; may take and transcribe minutes of meeting.
19. May maintain time and attendance records.
20. Performs other related duties as assigned.

Peripheral Duties

Perform the duties of subordinate personnel as needed.
Analyze and recommend improvements to equipment and facilities, as needed.
Participate in various committees.

Desired Minimum Qualifications

Education and Experience:

High school degree or equivalent and, 1-3 years of progressively responsible administrative experience which

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City of Claremont, New Hampshire Position Description

includes interaction with the public; or, any combination of education, training and experience that provides the knowledge, skills and abilities required for the job.

Necessary Knowledge, Skills and Abilities:

Knowledge of:

- Administrative policies and procedures related to the administration of the Department.
- Modern office methods, procedures, equipment, business letter writing, and standard clerical techniques.
- Operation of standard office equipment including word processors or computers.
- Techniques of effective time management.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Record keeping, report preparation, filing methods and records management techniques.
- Thorough knowledge of applicable laws, ordinances, and department rules and regulations.
- Thorough knowledge of recreation department activities and programs.

Ability to:

- Handle situations in which others may be angry or argumentative.
- Establish and maintain effective working relationships with others.
- Attend night meetings or hearings, when required.
- Read and interpret documents.
- Write reports, correspondence, and procedure manuals.
- Demonstrated ability to communicate both orally and in writing.
- Maintain electronic and written records and prepare reports and to document any and all information pertaining to the activities and responsibilities of the position.
- Make accurate arithmetic calculations.
- Maintain effective working relationships with department heads, employees, City Council and the public and to deal with service problems courteously and tactfully.

Skill in:

- Using tact, discretion, initiative and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.
- Typing complex documents containing numeric information or technical terminology.
- Using computers to create and manage files, records, spreadsheets and databases and to enter and retrieve information.
- Operating general office equipment.

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City of Claremont, New Hampshire Position Description

- Compiling, composing, and maintaining reports.
- Understanding and carrying out complex written and oral instructions.
- The use of the tools and equipment listed below.

Supervision Received

Works directly under the Director/Assistant Director of Parks & Recreation

Supervision Exercised

None

Responsibility for Public Contact

Daily contact requiring courtesy, discretion, and sound judgment.

Licensing & Certification

None required

Tools & Equipment Used

Personal computer including Microsoft Office software, accounting software, tape transcriber, telephone, typewriter, calculator, copy machine, and fax machine etc

Typical Work Surface(s): Standard office desk and chair; tables; computer work station, wood, tile, cement and carpeted floors.

Typical Controls & Equipment: Calculator, computer, printers, telephone, tape transcriber, typewriter, copy machine, fax machine, postage machine, folder/inserters etc.

Typical Work Environment: Inside: 75% Outside: 25%

Summary of Occupational Exposures: May be exposed to cleaning fluids, copier toner, etc. Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.

The incumbent's working conditions are moderately quiet but busy.

Page 4 of 5

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Physical Activity Requirements

Primary Physical Requirements

<u>LIFT up to 10 lbs.:</u>	Frequently required
<u>LIFT 11 to 25 lbs.:</u>	Occasionally required
<u>LIFT 26 to 50 lbs.:</u>	Rarely required
<u>LIFT over 50 lbs.:</u>	Not required

<u>CARRY up to 10 lbs.:</u>	Occasionally required
<u>CARRY 11 to 25 lbs.:</u>	Occasionally required
<u>CARRY 26 to 50 lbs.:</u>	Occasionally required
<u>CARRY over 50 lbs.:</u>	Rarely required

<u>REACH above shoulder height:</u>	Occasionally required
<u>REACH at shoulder height:</u>	Occasionally required
<u>REACH below shoulder height:</u>	Occasionally required
<u>PUSH/PULL:</u>	Occasionally required

Other Physical Considerations

<u>Twisting:</u>	Occasionally required
<u>Bending:</u>	Occasionally required
<u>Crawling:</u>	Rarely required
<u>Squatting:</u>	Occasionally required
<u>Kneeling:</u>	Occasionally required
<u>Crouching:</u>	Occasionally required
<u>Climbing:</u>	Rarely required
<u>Balancing:</u>	Rarely required
<u>Grasping:</u>	Frequently required
<u>Handling:</u>	Frequently required
<u>Torquing:</u>	Occasionally required
<u>Fingering:</u>	Frequently required

During an 8-hour Day, Employee is Typically Required To:

	<u>Consecutive Hours</u>	<u>Total Hours</u>
Sit	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Stand	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Walk	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8

Cognitive and Sensory Requirements:

- Talking: Necessary for communicating with others.
- Hearing: Necessary for taking instructions and information.
- Sight: Necessary for performing job effectively and correctly.
- Tasting & Smelling: Not required for the performance of the functions of this position.

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