

**CITY OF TIOGA
POSITION DESCRIPTION**



Position Title: Community Center Assistant

Date:

Department: Administration and Finance

Status: Non-Exempt -

GENERAL PURPOSE

Provides for a variety of routine clerical and administrative work; provides accurate billing information; processes and maintains transactions; maintains computer database for customer.

SUPERVISION RECEIVED

Works under the direct supervision of the Tioga Community Center Activities Coordinator.

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES AND RESPONSIBILITIES

Lock and unlock assigned building. Monitor premises and other resources.

Provide a safe environment for the patrons.

Responsible for all the maintenance and cleanliness of the Tioga Community Center. Report all needed repairs to supervisor.

Helps coordinate various aspects of recreational activities, programs and/or events utilizing a computerized management system and City procedures. Assist with the set-up of facilities for meetings, conferences, events and/or activities. Promote the facility and events.

Receives payments online, by phone, in person and by mail; manages payment in a computerized account management system; balances payments at day end; processes returned checks according to City procedures

Able to use and maintain power equipment; buffers, scrubbers, high pressure washers etc. and perform light cleaning duties as needed

Page Two

Attend all necessary meetings including emergency and safety.

Take classes as required in maintenance methods and techniques, new products, First Aid, CPR and working relationships.

Assists in sorting and distributing mail.

Resolves customer service issues related to the Community Center; escalates issues to City Auditor as appropriate; refers customers to other department/divisions, as appropriate.

Communicates work orders to other departments/boards/committees to resolve customer service needs related to the Community Center.

Support and enforce all policies, safety regulations and guidelines, established by the Commission Board.

Perform any and all other duties as assigned.

ADDITIONAL AND PERIPHERAL DUTIES

As needed, performs the day-to-day processes including monitoring and preparing operations of the Community Center.

DESIRED MINIMUM QUALIFICATIONS

Education and/or Experience:

- CPR and First Aid Certified
- High School Diploma or GED; and/or
- An associate degree from an accredited community college with major course work in office administration, or business management

Necessary Knowledge, Skills and Abilities:

- Exceptional customer service skills with knowledge of policies and procedures and the means to communicate such
- Excellent verbal and written communication skills required
- Compile data and write clean concise reports
- Maintain all files, records and organized office environment
- Consistently demonstrate ability to respond to changing situations in a flexible manner in order to meet current needs, such as reprioritizing work as necessary
- Ability to work evenings and weekends as needed

Page Three

SPECIAL REQUIREMENTS

Tools and Equipment Used:

Personal computer, including word processing, power point, spreadsheet and data base software; mainframe computer terminal; 10-key calculator; phone; copy machine; fax machine.

PHYSICAL DEMANDS

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.

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities

SELECTION GUIDELINES

Formal application; review of education and experience; appropriate testing and oral interviews; background check; drug screening final selection and pre-employment medical examination. NOTE: Appointees will be subject to completion of a standard probationary period.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Page Four

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

REVIEW AND APPROVAL