

# **March 2011**

## **Office Manager - Parks**

### **Job Description**

**Exempt:** No  
**Department:** Parks and Recreation Department  
**Reports To:** Parks and Recreation Director  
**Location:** 3009 Dan Avenue Jonesboro AR  
**Date Prepared:** June 28, 2011

#### **GENERAL DESCRIPTION OF POSITION**

General purpose is to assist in the day to day operations of the Parks & Recreation Department.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Acts as receptionist; answers the telephone and greets visitors, provides information, and takes messages for department staff. This duty is performed daily.
2. Utilization of recreational software that includes enrolling patrons and checking in visitors. This duty is performed daily.
3. Maintains office supply inventory; purchases office supplies as needed. This duty is performed irregularly.
4. Performs limited research concerning cemetery issues. This duty is performed irregularly.
5. Processes invoices and prepares authorization for payment forms. This duty is performed irregularly.
6. Assists with taking reservations and accepting fees for park facility rentals as needed. This duty is performed daily.
7. Work leader for part-time personnel. This duty is performed irregularly.
8. Assists with taking reservations and accepting fees for park facility rentals as needed. This duty is performed daily.
9. Composes and types routine correspondence. This duty is performed daily.
10. Work leader for part-time personnel. This duty is performed irregularly.
11. Sorts and distributes incoming and outgoing mail. This duty is performed daily.
12. Perform any other related duties as required or assigned.

#### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

#### **EDUCATION AND EXPERIENCE**

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc.  
Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized

training, equal to two years of college, plus 3 years related experience and/or training, and 7 to 11 months related management experience, or equivalent combination of education and experience.

### **RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

None.

### **SUPERVISORY RESPONSIBILITIES**

None.

### **COMMUNICATION SKILLS**

Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

### **CRITICAL THINKING SKILLS**

Ability to use common sense understanding in order to carry out detailed written or oral instructions. Ability to deal with problems involving a few known variables in situations of a routine nature.

### **SUPERVISION RECEIVED**

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

### **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

### **DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

### **MENTAL DEMAND**

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

### **ANALYTICAL ABILITY / PROBLEM SOLVING**

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

### **USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS**

Occasional use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, etc.)

### **ACCURACY**

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but

where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

## **PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

## **EMPLOYEE CONTACT**

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

## **REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

## **PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Accounting, Database, Spreadsheet, Word Processing/Typing

Basic: 10-Key, Alphanumeric Data Entry, Payroll Systems, Presentation/PowerPoint

## **ADDITIONAL INFORMATION**

Not indicated.

## **PHYSICAL ACTIVITIES**

The following physical activities 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 and expectations.

While performing the functions of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, talk or hear; and frequently required to taste or smell; occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; and distance vision.

## **ENVIRONMENTAL CONDITIONS**

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

While performing the functions of this job, the employee is occasionally exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.