

RECREATION PROGRAM ADMINISTRATIVE COORDINATOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under supervision of Department Head or assigned supervisory or management staff, performs a wide variety of general or specialized office support, clerical, secretarial, and routine administrative and programmatic work in support of assigned department, division, or function; exercising judgment and initiative, relieves assigned staff of clearly defined and delegated administrative or technical detail; sorts, logs, and maintains a variety of files and records; and assists citizens and the general public and provides information related to specific area of assignment.

IDENTIFYING CHARACTERISTICS

This is the full journey level class in the administrative support series. This class is distinguished from the Administrative Assistant II by its support of a division or a department rather than a department head. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Organizes and coordinates work activities; recommends improvements in work flow, procedures, and use of equipment and forms; implements improvements as approved; develops and revises office forms and report formats as required.
2. Performs a wide variety of responsible administrative and office support duties for assigned staff; relieves supervisor of administrative work including investigating and answering complaints and providing assistance in resolving operational and administrative problems.
3. Assists the other City staff, the general public, and outside groups and agencies by providing information related to specific program area of assignment; receives office and telephone callers; responds to complaints and requests for information relating to assigned responsibilities; explains programs, policies, and activities; supplies information concerning fees, permits, legal requirements, procedures, and services provided by City departments; refers callers to appropriate City staff for further assistance as needed.
4. Provides information and forms and assists the public in filling out forms; collects, verifies, reviews, and processes materials, applications, records, and reports for completeness and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of applications, records, and reports.
5. Maintains accurate and up-to-date files and records for assigned areas; develops and monitors various logs, accounts, and files for current and accurate information; develops, organizes, and maintains filing systems.
6. Participates in the collection and compilation of information from various sources on a variety of topics related to assigned programs; participates in the preparation of reports that present and interpret data, identify alternatives, and make and justify recommendations.
7. Performs a variety of routine clerical accounting duties and responsibilities involved in financial record keeping and reporting for assigned area; maintains a variety of accounting records, logs, and files including

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petty cash, daily cash, and daily revenue records; processes purchase orders and checks incoming orders; receives and processes fees, fines, or other money; prepares receipts and balances money received; deposits money; processes employee timecards and provides support in payroll activities and to payroll functions; as assigned, prepares rental agreements and reviews for completeness.

8. Makes appointments and maintains calendar of activities, meetings, and various events for Department Head or assigned staff; coordinates activities with other City departments, the public and outside agencies; organizes meetings by notifying participants, making room arrangements, and preparing required informational materials; makes travel arrangements as necessary.
9. Types, word processes, and proofreads a variety of documents and forms including general correspondence, reports, and memoranda from rough draft or verbal instruction; disseminates information as appropriate.
10. Compiles, prepares, and enters data into a computer from various sources including accounting, statistical, and related documents; inputs corrections and updates; verifies data for accuracy and completeness.
11. Prepares, posts, and distributes agenda materials, draft reports, project management documents, resolutions and ordinances.
12. Processes mail including receiving, sorting, and distributing incoming and outgoing correspondence.
13. Operates a variety of office equipment including a typewriter, switchboard, copier, facsimile machine, adding machine, cash register, and computer.
14. Utilizes various computer applications and software packages; inputs, retrieves, and references various computer data management systems such as financial, budget, work order, or permit tracking systems; develops, enters data, maintains, and generates reports from a database or network system; designs, maintains, and utilizes data to develop reports using spreadsheet software and/or report writer systems; creates, formats, and revises charts, graphs, flowcharts, worksheets, booklets, brochures, and forms using word processing software.
15. Maintains office equipment and facilities; requests and follows up on building maintenance and custodial services; operates and performs routine preventative maintenance on office machines including data/word processors, copiers, and field dispatch equipment; maintains office supplies and inventories; order supplies as needed.
16. As assigned, arranges and attends committee and staff meetings; takes, transcribes, and assures proper distribution of minutes.
17. May receive incoming telephone and voice radio calls; may generate service requests and maintain records of work completion for assigned department staff; dispatches field crews or inspectors to work sites and coordinates communication activities.
18. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Modern office procedures, methods and equipment including computers.

Computer applications such as word processing, spreadsheet, and database applications.

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Methods and techniques of proper phone etiquette.
Budgeting and Mathematical principles.
Basic business letter writing and the standard format for typed materials.
Methods and techniques for basic report preparation and writing.
Principles and procedures of record keeping and filing.
English usage, spelling, grammar and punctuation.
Depending on assignment, knowledge of accounting, clerical, construction, legal, and computer terminology may be required.
Administrative procedures affecting inventory, purchasing, accounting and personnel/payroll transactions.

Ability to:

Understand the organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.
Understand, interpret, and apply general administrative and departmental policies and procedures.
Perform a variety of office support and clerical duties and activities of a general and specialized nature for an assigned office.
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
Exercise good judgment in maintaining information, records, and reports.
Read, understand, and review documents for accuracy and relevant information.
Use applicable office terminology, forms, documents, and procedures in the course of the work.
Use sound judgment in following and applying appropriate laws, regulations, policies, and procedures.
Make accurate arithmetic calculations in the receipt of moneys.
Compose correspondence or documents.
Meet critical deadlines.
Deal successfully with the public, in person and over the telephone.
Courteously respond to community issues, concerns, and needs.
Understand and follow instructions.
Operate and use modern office equipment including a computer and various software packages.
Type and enter data at a speed necessary for successful job performance.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade. Specialized general office and clerical training is highly desirable.

Experience:

Two years of responsible clerical experience involving a high level of public contact.

License or Certificate:

Possession of, or ability to obtain, an appropriate driver's license may be required for some positions.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed primarily in a standard office environment.

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Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

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