



GARDEN CITY
RECREATION COMMISSION

Job Description: Office Manager

Position Type: Full Time, Non-Exempt

Salary Range: \$16.00 – \$22.50 hourly (\$33,280 - \$16,800 annually)

This class consists of professional, supervisory, and administrative level work coordinating and supervising the assignment and work of administrative staff as well as providing administrative and staff support work for Recreation Services. The incumbent works in partnership with other employees, departments/divisions, agencies, and the public in delivering effective and innovative services.

Essential Required Tasks/Examples of Duties:

Persons hired in this position must be able to perform all the essential tasks required by the position. The following statements are illustrative of the essential functions of the job and do not include other nonessential or peripheral duties that may be required. The Garden City Recreation Commission retains the right to modify or change the duties or essential tasks and additional functions of the job at any time. Examples of duties are not intended to be all-inclusive or restrictive.)

Administrative Duties:

The incumbent provides direction, supervises, and coordinates administrative staff work activities to ensure an effective and efficient operation and to determine effectiveness in meeting standards, goals, and objectives within available resources. Plans and organizes workloads and staff assignments; trains, motivates and evaluates assigned staff; reviews progress and directs change as needed. Evaluates work procedures, prepares work schedules, and expedites workflow; studies and standardizes procedures to improve efficiency and effectiveness of operations. Issues written and oral instructions; assigns duties and examines work for exactness, neatness, and conformance to policies and procedures. Maintains harmony among workers and resolves grievances; performs or assists subordinates in performing duties; adjusts errors and complaints. Assures compliance with established policies and procedures. Conducts planning sessions with appropriate audience to gather ideas and information to effect innovative and cost effective programs.

Oversees the hiring, training, supervising, evaluating and professional development of administrative and front desk staff. Coordinates training and professional development of staff. Responsible for the operation, reporting, maintenance and troubleshooting of the Active Network registration system. Accounts for all registrations and payments received. Reconciles daily cash deposits. Maintains records and generates reports. Supervises and creates all cash handling

records for refunds and cash disbursements. Maintains office supply inventory and related purchases. Manages customer service for the Recreation Centers. Resolves complaints and inquiries regarding the policies, procedures and programs of the center. Coordinates aspects of building rentals including scheduling, rental contracts, billing, payments and room set-ups. Provides mail list of membership and statistics. Maintains records and generates reports. Oversees and maintains patron information. Implements office and administrative procedures. Provides staff with data and information necessary to develop various reports. Assumes the duties and responsibilities of direct reports as needed. Assists with building and patron safety including handling of emergency situations. Assists with budget preparations and has a working knowledge of the government budgeting.

Maintains confidentiality of information consistent with applicable federal, state, and city/county rules and regulations. Develops and prepares memoranda, correspondence, materials, and data as requested for Division Heads, Department Head, Superintendent, and/or Commission Board. Ensures a prompt response to all correspondence, directs items to appropriate staff for review or response, and manages the flow of information and response. Prepares brochures, letters, and other materials for public dissemination. Coordinates community meetings and the presentation of materials as requested.

Assists in the development of short- and long-range plans; assists in researching and compiling budget information and in budget preparation and input; maintains records on status of budget accounts; gathers, interprets, and prepares data for studies, reports, and recommendations; coordinates division activities with other departments and agencies as needed. Prepares a variety of studies, reports, and related information for decision-making and operational purposes. Coordinates the completion of all mandatory and requested reports. Assures that responsibilities are performed within budget; performs cost control activities and monitors revenues and expenditures to assure sound fiscal control and assure effective and efficient use of budgeted funds, personnel, materials, facilities, and time.

Works closely with the managers and director to develop and implement policies, procedures, and standards to ensure that their administrative needs are being met. Communicates official plans, policies, and procedures to staff and the general public. Maintains liaison with other departments as well as state, local, and other public officials. Performs a variety of personal contact and phone work with departmental administrators, public or private industry officials, employees, and the general public which includes screening, providing information, and resolving questions or problems of a technical nature regarding divisional and departmental procedures and functions. Follows up on questions/problems to ensure customer satisfaction. Answers letters of inquiry and talks with public.

Monitors the progress of projects so that goals may be obtained within the established timeframe. Organizes and maintains complex filing systems and departmental records. Coordinates with operational divisions on preparing specifications and evaluating bids. As requested, researches

information and prepares technical specifications for equipment and materials. Researches and assembles grant applications. Monitors expenditures to assure sound financial management.

Composes, types, and edits a variety of routine and complex correspondence, budget materials, forms, reports, minutes, memoranda, and other material from copy, rough draft, or other sources; review for content, accuracy, and completeness and make additions or resolves discrepancies.

Composes original correspondence and other material from general instructions, records or departmental policy. Gathers and compiles materials to prepare reports. Creates and maintains necessary files. Keeps advised of the current status of the work of the managers and director as well as of pertinent new rules, regulations, legislation, and procedures pertaining to the division; collects and compiles information; maintains division files.

Operates a personal computer and utilizes MS Office programs, Google Apps, and other software programs as required. Operates a motor vehicle in order to attend off-site meetings and to visit other Commission, City, and/or County facilities. Evaluates service costs and makes related recommendations. Identifies and recommends improvements in divisional and departmental operations to ensure support functions are efficient and cost effective. Takes proper safety precautions, anticipates unsafe circumstances, and acts accordingly to prevent accidents. Uses all required safety equipment. Performs related duties as required.

Minimum Qualifications:

Education – Associate’s Degree in Public Administration, Political Science, Business Administration, or closely related field. Bachelor’s Degree preferred.

Training – Proficiency in MS Office Programs and Recreation Software preferred.

Experience – Three years of progressively responsible administrative experience, including two years of supervisory experience. Prior experience in Recreation preferred.

OR

Any equivalent combination of training and experience that provides evidence that the applicant possesses the Necessary Applicant Traits.

Necessary Special Requirements - Must be at least 18 years of age. New hires must, as a condition of employment, pass the following pre-offer and post-offer/hire processes: oral board, reference checks, background checks including local police check and sex-offender registry.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. The noise level in the environment is moderate but can be quite loud on high traffic volume days. The worker may be

exposed to fumes or airborne particles. Work is generally scheduled Monday through Friday; however there could be times working weekends including daytime and evening hours and some holidays. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. While performing the duties of this job, the employee is frequently required to sit, stand, talk or hear, and use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to walk, stoop, kneel, crouch or crawl, and reach with hands and arms. Physical demands are described as sedentary (exert up to 10 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Involves sitting and standing most of the time, but may involve walking for brief periods of time). Data entry and other tasks may require sitting at a computer for several hours. Specific vision abilities required by this job include close vision, distance vision, ability to adjust focus, and peripheral vision. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Necessary Applicant Traits:

Knowledge – Working knowledge of the principles and practices of human resource and finance management. Knowledge of supervisory principles and practices. Considerable knowledge of computer information systems and modern office practices and procedures. Considerable knowledge of personal computer software programs including word processing, spreadsheets, databases, etc. Knowledge of budget preparation and tracking. Considerable knowledge of vocabulary, grammar, punctuation, and spelling.

Skills - Skill in understanding and responding to customer needs. Expert skill in the operation and use of a personal computer, applicable software programs, printers, copiers, calculators, telephones, facsimile machine, calculator, and other required office equipment. Skill in performing mathematical computations. Skill in performing research and evaluating results. Skill in typing at least 50 wpm with accuracy. Skill in both alphabetical and numerical filing systems. Skill in the operation of a motor vehicle.

Abilities - Ability to exercise considerable initiative and sound judgment; plan, organize, assign and review the work of subordinate staff; analyze administrative problems and develop and present sound conclusions and recommendations; prepare budget documents, reports, and statistics; analyze and utilize a variety of reports and records; communicate effectively in English, verbally and in writing; work well with varied and demanding people; effectively motivate, develop and discipline subordinate staff; evaluate program effectiveness and efficiency; work from broad direction with limited supervision; work well with culturally diverse people; establish and maintain effective working relationships with employees, public, and other agencies; organize information in a clear and logical format; evaluate resources and personnel needs; identify, analyze, and address problems and trends in a timely, efficient, and equitable manner; organize activities in order to complete tasks in accordance with priorities, address

multiple demands, and meet deadlines; organize tasks and working environment to maximize efficiency; focus attention on tasks, which may be complex, routine, or repetitive, without losing concentration or becoming distracted by external activities; adapt to interruptions, equipment failures, unusual demands, or changing priorities; handle confidential information; employ and enforce safety practices and policies; and coordinate, analyze and utilize a variety of reports and records.

Performance Indicators:

(Identifies specific job performance requirements to measure performance criteria for job evaluations.)

The incumbent performs duties within the organizational structure of the Department/Division, following appropriate procedures and policies. The incumbent is evaluated in the following areas:

Adherence to the Mission Statement and Guiding Values

Leadership Factors

- Lead other
- Coach

Thinking Factors

- Analyze issues
- Solve problems

Administrative Factor

- Develop plans
- Organize activities
- Delegate and monitor
- Work efficiently

Job Knowledge/Technical Expertise

Interpersonal Factors

- Build relationships
- Resolve conflict

Motivation Factors

- Work with drive and commitment

Organizational Knowledge

- Supervise production
- Focus on customers
- Commit to quality
- Know the organization
- Know policies and processes

Quantity and Quality of Work

Self-management Factor

Act with integrity

Adapt and learn

Communication Factor

Communicate effectively

Listen to others

A review of the incumbent's performance on the above performance indicators will be conducted on a periodic basis as determined by the supervisor. The supervisor evaluates the incumbent's administration of policies and procedures through daily observations, spot checks, written reports, feedback from other staff members and the public, and communication with the incumbent.

Working Relationships:

Independence of Action - Meets with supervisor to establish overall goals and objectives. The incumbent's supervisor makes continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The incumbent uses initiative and judgment in planning for and carrying out assignments. The incumbent handles most problems and deviations in accordance with instructions, policies, procedures, or practices. Completed work is reviewed for technical accuracy, appropriateness of methods, and conformance to established policies and procedures. The supervisor is kept informed of progress and potentially controversial matters and areas of far-reaching implications. Completed work is reviewed from an overall standpoint of meeting department/division goals and in providing acceptable service levels to the Commission. Errors may result in time and customer service delays, incorrect financial information, and inaccurate interpretation of Commission policies resulting in frustration or inconvenience to citizens, ineffective services, budget overruns, embarrassment to Commission, and poor relations with the public.

Personnel Management Responsibility - May act as lead worker to lower-level clerical employees, interns, program assistants and volunteers to include assignment of work, instruction, training, and reviewing and checking work product. May assist in the hiring of lower-level clerical personnel.

Working Relationships - The worker's primary contacts are with divisional/departmental co-workers, the public, contractors, other departmental workers in giving and receiving factual information or providing assistance in following procedures to obtain service. There is occasional contact with personnel in other jurisdictions.