

Class Description

Position Title: **Recreation Technician**
Parks & Recreation Department
Recreation Division

General Description Of Duties

Under general supervision, assists in overseeing daily registration operations, daily deposits, online registration, database maintenance and accurate record keeping. Provides technical support to department staff to ensure effective and efficient registration operations. Assists in implementing recreational programs, ensuring compliance with all City policies, procedures and safety regulations at all times. Reports to the Recreation Coordinator.

Specific Duties And Responsibilities

Examples of Essential Job Functions

The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position.

Administer Recreation software registration system; perform recommended or required data maintenance and provide staff training.

Create and maintain approved procedures/processes related to Recreation registration and maintain Registration manual.

Research existing workflows and identifies needed improvements. Create, document, and distribute new procedures based on identification of necessary improvements with the approval of supervisor.

Assist in overseeing daily registration operations and ensuring quality control.

Independently assist staff by performing a variety of technical duties, which may include but are not limited to researching and compiling data, preparing and/or composing reports and correspondence.

Act as a liaison between Registration and Finance Department regarding daily deposits, revenues and other required budget reports.

Work with IT Department and registration software vendor to ensure effective operations and coordinate technical support.

Complete program registration into Recreation registration software including global sales receipts and records and reports for program fees and other revenues, household account management, registration transfers and facility reservations.

Research transactions to respond to patron inquiries regarding household accounts, payments and adjustments.

Provide customer service including greeting and assisting patrons, responding to inquiries and requests, providing household account and program/event information and assisting in receiving complaints.

May complete registration daily deposits by obtaining reports via Recreation registration software and in compliance with the City's Cash Handling Policy.

Monitor and maintain department's record keeping system per State record retention guidelines.

Set up chairs, tables, equipment, etc., and/or decorate rooms/facility for programs, activities and special events. Ensures rooms are properly set up for scheduled activities.

Perform other clerical duties as required including faxing, filing, maintaining, retrieving and updating files, copying documents, ordering and maintaining office supply inventory.

May open and close facility as scheduled; work hours may consist of nights and weekends.

May drive city vehicles, including participant transportation, as necessary.

Ensure that all City policies, procedures and safety regulations are followed at all times.

Additional Job Functions

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Performs routine office work as required, including but not limited to answering the telephone, preparing reports and records, etc.

Performs related duties as required.

Minimum Training And Experience

Requires an Associate's Degree in Parks and Recreation Administration or related field with three year's progressive experience in recreation programming and event planning. Requires prior computer and recreation software experience with; preferred supervisory customer service experience. An equivalent combination of education, training and experience that provides the required knowledge, skills and abilities may be considered.

Special Requirements

Must possess thorough knowledge of computer operations including Microsoft Office and recreation software.

Requires current certification in CPR and First Aid.

Must possess valid Florida driver's license with appropriate endorsements.

Must possess other special training & certifications or licenses as applicable to assigned area(s) of supervision such as before & after school programs, aquatics, seniors, athletics and fitness.

Performance Aptitudes

Data Utilization: Requires the ability to arrange, compare, count, differentiate, measure and/or sort data and/or information. Includes judging whether readily observable functional, structural or compositional characteristics are similar to or divergent from prescribed standards, procedures or routines.

Human Interaction: Requires the ability to function in a supervisory/managerial capacity for a group of workers. Includes the ability to make decisions on procedural and technical levels.

Equipment, Machinery, Tools and Materials Utilization: Requires the ability to use, operate and/or handle equipment such as a telephone, hand tools, pool maintenance equipment, rescue equipment, etc.

Verbal Aptitude: Requires the ability to use a variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; to calculate decimals and percentages; may require the ability to perform mathematical operations with fractions.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, teaching and leadership. Ability to exercise independent judgment to apply facts and principles for developing approaches to and techniques to problem resolution.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance

Physical Ability: Tasks involve the ability to exert very heavy physical effort in very heavy work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and some lifting, carrying, pushing and/or pulling of persons, objects and materials of heavy weight (up to 12-15 pounds). Requires the ability to perform and/or demonstrate various swimming and other physical skills. Requires the ability to move persons of varying weight from the water to dry land and to perform CPR/First Aid in rescue operations.

Sensory Requirements: Some tasks require visual and auditory perception and discrimination as well as oral communications ability.

Environmental Factors: Some tasks may require exposure to adverse weather conditions, temperature extremes, wetness/humidity, dust/pollen/smoke, harsh chemicals/cleaning agents, equipment hazards, communicable disease, strong odors.

Performance Aptitudes

Knowledge of Work: Has thorough knowledge of the methods, procedures and policies of the City of Dunedin as they pertain to the performance of essential duties of the Registration Technician. Has the ability to comprehend, interpret and apply regulations, procedures and related information. Has excellent clerical, bookkeeping, computer and interpersonal skills. Knows how to perform duties in a courteous manner and with the utmost integrity in the best interest of the public. Has knowledge of and skill in the use of modern office practices and equipment. Has knowledge of proper English usage, vocabulary, punctuation and spelling; has knowledge of basic mathematics. Is able to type accurately at a rate sufficient for the successful performance of assigned duties. Is skilled in applying a responsible attention to detail as necessary in preparing records, reports and correspondence. Is able to maintain confidentiality as required. Is able to read

and interpret various materials pertaining to the responsibilities of the job. is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine and non-routine tasks. Has the ability to plan, organize and prioritize daily assignments and work activities. Is able to offer assistance to fellow employees as necessary. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Clearly understands any occupational hazards and adheres to all safety precautions inherent in performing the essential functions of the work.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Registration Technician, Parks & Recreation Department

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives, Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

The City of Dunedin is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.


Parks & Recreation Director

6/20/17
Date