



City of Des Moines, Washington

JOB DESCRIPTION



PARKS & RECREATION OFFICE ATTENDANT

Extra-Hire, Variable-Hour, Part-Time

Salary Grade: EH-1 Parks & Rec Office Attendant I **Union Status:** Non-represented
EH-2 Parks & Rec Office Attendant II
EH-3 Parks & Rec Office Attendant III
EH-4 Parks & Rec Office Attendant IV
FLSA Status: Overtime Eligible **EEO Category:** Administrative Support

Salary Range

\$13.69 to \$21.69 DOE

Nature of Work

Under the general supervision of the Recreation Office Specialist or designee, Office Attendants provide customer service and office support in the Recreation Division of the Parks, Recreation and Senior Services Department. These are variable-hour part-time, year-round positions with hours varying from 0 to 20 hours per week depending on program or departmental needs. The typical schedule is weekdays in 4 to 6 hour shifts between the hours of 6:00 a.m. and 9:15 p.m.

Essential Functions

- Greets customers, answers telephones, assists customers with requests, directs calls to appropriate personnel, and resolves grievances and complaints when needed.
- Provides information on department and program policies and procedures; refers inquiries as appropriate.
- Accepts and processes program participant registrations and collects fees.
- Processes bank deposits and prepares Revenue Transmittal Report as needed.
- Performs general clerical duties related to assigned functional area and facility.
- Types, proofreads, and processes a variety of documents including general correspondence, customer-related correspondence, and memos, from rough draft or verbal instruction.
- Assists with collections of past due accounts as needed.
- Provides support for Department programs, meetings and special events as needed.
- Operates standard office equipment including but not limited to computer and copy machine. Assists with office machine maintenance.
- Establishes and maintains cooperative, effective working relationships with co-workers, other City employees, and the general public using principles of good customer service.
- Reports for scheduled work with regular, reliable and punctual attendance.
- Performs other duties as assigned, including but not limited to being assigned to work in other functional areas to cover absences or relief, equalize peak work periods, or balance the workload.

Necessary Knowledge, Skills, and Abilities

- Knowledge of English usage, spelling, grammar, and punctuation.
- Knowledge of cash handling and cashiering.
- Ability to handle multiple tasks in a busy office environment.
- Working knowledge of Microsoft Word for Windows, Excel, Recreation “Class” Registration software.
- Ability to deal with the public with poise and tact in sometimes stressful situations.
- Ability to be flexible and self-starting in work assigned.
- Ability to follow directions and work with other employees.
- Ability to read, interpret, direct, and follow rules, regulations, policies and procedures.
- Ability to recognize safety hazards
- Ability to establish and maintain effective working relationships with other employees and the general public.
- Ability to communicate effectively verbally and in writing in a professional manner using tact, discretion and courtesy.
- Ability to follow written and/or verbal instructions.
- Ability to perform basic math calculations.
- Ability to accurately type a minimum of 35 words per minute.

Education and Experience Requirements

- High school graduate or GED and one year of experience as a customer service representative, office assistant, secretary or related position required.
- Recreation work experience preferred.
- Demonstrated proficiency in Microsoft Word, Excel, Outlook and PowerPoint.
- Municipal experience in Planning or Building preferred.

Special Requirements

- Must obtain First Aid/CPR Card prior to employment.
- Must be fully vaccinated against COVID-19 per Proclamation 21-14.1 prior to hire.
- Successful completion of a pre-employment background and criminal history check.
- Because of the known effects of tobacco use, the City of Des Moines does not hire applicants who use tobacco products.

Job Classifications

Positions in this job classification series are flexibly staffed depending upon qualifications upon hiring with advancement to higher levels as recommended by the assigned department:

- Office Attendant I – This is the entry-level in the job classification series. Incumbents typically have no work-related experience and work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.
- Office Attendant II – This is the second level in the job classification series. Incumbents typically have basic work-related experience and work under immediate supervision while learning job tasks, progressing to general supervision as assigned areas of responsibility are learned.

- Office Attendant III – This is the third level in the job classification series. Positions in this class typically have several years of work-related experience and work independently having already learned the assigned areas of responsibility.
- Office Attendant IV – This is the highest level in the job classification series. The distinguishing characteristic of this level compared to the OA-III level is that duties include providing lead direction and training to other extra-hire employees.

Working Conditions and Physical Abilities

- Work is performed primarily in an office environment, typically sitting at a desk or standing behind a counter for long periods of time. The position requires continuous fingering, sitting repetitive motions of hands and wrists and hearing, frequent standing, walking, bending, talking, reaching and handling, occasional stooping and kneeling, and rare climbing, grasping, and repetitive motions of feet. Employees may be exposed to noise from basic office equipment operation. Some lifting, carrying, pushing and pulling of light objects (less than 20 pounds) may be required. Some evening or weekend work may be required. Hand-eye coordination and fine-manipulation skills are necessary to operate computers and a variety of office machinery. The position also requires the ability to speak and hear to exchange information.

Extra-Hire Employment

- The City defines an “extra-hire employee” as one who is appointed to a position that is not eligible for benefits except those mandated by law or regulations, such as Social Security, workers’ compensation, and state mandated sick leave.

Equal Opportunity Employer

- The City of Des Moines is committed to hiring a diverse workforce and all qualified applicants, including all ethnic backgrounds and persons with disabilities, are encouraged to apply. The City is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, sexual orientation, veteran status, disability status, or any other basis prohibited by federal, state, or local law.
- In accordance with the Americans with Disabilities Act, an employer is obligated to make a reasonable accommodation only to the known limitations of an otherwise qualified individual with a disability. In general, it is the responsibility of the applicant or employee with a disability to inform the employer that an accommodation is needed to participate in the application process, to perform essential job functions or to receive equal benefits and privileges of employment.

General Information

- The statements contained herein reflect general details as necessary to describe the principal functions for this job classification, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.
- The physical abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The provisions of this job description do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.
- Updated and title Change from Office Assistant to Office Attendant September 2015.
- Updated 2017.