

AQUATICS OFFICE ASSISTANT

DEFINITION

Under general supervision, performs a variety of administrative tasks to support the seasonal aquatics program.

SUPERVISION RECEIVED AND EXERCISED

This classification receives general supervision from assigned administrative and/or management staff.

ESSENTIAL JOB FUNCTIONS (Illustrative Only)

- Operate a cash register, collect payments, count money, and document receipts;
- Register patrons for swim classes and events;
- Assist with program activities;
- Maintain a high level of customer service to the public and positive relations with the staff;
- Assist in responding to any customer complaints;
- Interpret and implement related policies, procedures and computer applications;
- Assist with general facility maintenance and cleanliness;
- Perform basic clerical duties such as taking telephone calls, creating reports, filing and preparing documents;
- Support higher level staff;
- Must be able to work varied schedules, including weekends and split shifts;
- Perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Office/administrative practices including record keeping, filing, operation of basic equipment used in assignment;
- Business math;
- Materials, equipment, and supplies used in the aquatics program;
- Municipal pool policies, regulations and procedures;
- Applicable federal, state, and local laws, rules and regulations;
- Safe work practices and regulations.

Skill In:

- Understanding and following oral and written instructions;
- Communicating effectively verbally and in writing;
- Performing detailed office/program/maintenance support work accurately, independently, and against deadlines;
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required minimum qualifications would be enrollment in a post elementary education program leading to a high school diploma or equivalent.

Physical Demands:

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

This class description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the class change.