



DEPARTMENT OF HUMAN RESOURCES
CITY & SCHOOLS

CITY OF STAUNTON
POSITION DESCRIPTION

JOB TITLE: Office Services Assistant	DEPARTMENT: Parks & Recreation
IMMEDIATE SUPERVISOR: Director of Parks and Recreation	GRADE/RANK: 6 (Part-Time)
	FLSA/ESSENTIAL STATUS: Non-Exempt

GENERAL DEFINITION AND PURPOSE OF WORK:

Performs program assistance to the department personnel and general public in the areas of program information, registration, and support.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

The minimum performance expectations include, but are not limited to, the following functions/tasks:

- Serves as primary receptionist for Parks and Recreation answering phones, greeting visitors and answering program and department questions;
- Reviews and checks records, forms and other documents for accuracy, completeness and conformance to program policies and procedures;
- Files registrations and forms for easy access to program coordinators and management staff;
- Assists in collecting information from a variety of sources and compiles data for program reports;
- Assists in the purchase of materials, supplies and equipment according to policies and procedures;
- Greets visitors providing information and assisting with requests;

- Interprets departmental and City policies and procedures for employees and the public;
- Receives and process' rental requests, provide follow up for rental arrangements, receipts and records rental money;
- Receives and accounts for money for program and class registration;
- Enters data and maintains data bases;
- Opens and distributes mail;
- Assists in maintaining calendar of appointments and events for department and staff;
- Operates a variety of office machines and computer equipment;
- Makes deposits in absence of Department Secretary;
- Participates in organizing and overseeing of special events and;
- Performs other duties as assigned by supervisor.

KNOWLEDGE, SKILLS AND ABILITIES:

Must possess a knowledge of office practices, procedures and equipment and bookkeeping practices and principles. Have a demonstrated ability to interpret policies and procedures, follow oral and written instructions, interact with a variety of people, work multiple tasks simultaneously, work with detail in an accurate manner and deal with information in a confidential manner. Must possess customer service skills, computer skills including word processing and database management and skills in use of standard office equipment.

QUALIFICATIONS/EDUCATION AND EXPERIENCE:

High School diploma or equivalent amount of training and experience. Classes or experience in standard office practices, principles, equipment, and computer software.

SPECIAL REQUIREMENTS:

May be required to work occasional evenings and weekends.

PHYSICAL DEMANDS and ENVIRONMENTAL CONDITIONS:

This is sedentary work requiring the exertion of negligible amount of force constantly to move objects, up to 10 pounds of force frequently and some light work requiring the exertion of up to 20 pounds of force occasionally. Work requires stooping, reaching, fingering, grasping and repetitive motions; typing/word processing requires the ability to perform repetitive tasks involving fine motor skills. Vocal communication is required for expressing or exchanging information and instructions by means of the spoken work; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and

thoroughness of work, and observing general surroundings and activities; the work is not subject to adverse environmental conditions.

ADA:

The employer will make reasonable accommodations in compliance with the American with Disabilities Act of 1990.

SUPERVISORY RESPONSIBILITIES:

Position does not have supervisory responsibilities.

EXAMPLES OF EXPECTED DECISION MAKING:

Position is responsible for interpretation and application of department policies and procedures. Unusual circumstances are referred to management staff.

This job description in no way states or implies that these are the only duties to be performed by this employee. The Office Services Assistant will be required to follow any other instructions and to perform any other related duties as assigned by the supervisor. The City of Staunton reserves the right to update, revise or change this job description and related duties at any time.

EVALUATION:

Performance of this job will be evaluated in accordance with city policy, using information from various sources to study and review the position holder's ability and effectiveness in carrying out the above responsibilities.

Approved by: Director of Parks and Recreation and Chief Human Resources Officer

Revised Date: 2019