

**VALDOSTA - LOWNDES COUNTY PARKS AND RECREATION AUTHORITY
JOB DESCRIPTION**

**JOB TITLE: OFFICE ASSISTANT
ASSIGNED DEPARTMENT**

GENERAL STATEMENT OF JOB

Under general supervision, performs routine to moderately complex secretarial and clerical work in support of efficient and effective department operations. Work involves answering incoming telephone calls, directing customers, and providing information; may involve renting parks, facilities, etc. and collecting money for rental; updating website; maintaining reservations and monitoring facilities rented; typing memorandums and electronic mail; and performing other job duties as assigned.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Answers incoming telephone calls. Takes messages for personnel in assigned departments. Directs customers to correct departments and answers questions.

Maintains record and/or rental of equipment and/or services such as those relevant to parks, facilities, showmobiles, super cookers, and tables and chairs; performs work which may include processing money for rentals, deposits, and refunds for rentals.

Updates website, public service announcements, rental contracts, leave of absence forms, requisition forms, fax sheets, etc.; ensures all forms are readily available to customers or employees.

Makes labels; mails checks and bills to proper receiver.

Sorts incoming mail; provides to proper department and employee.

Tracks employees sick or vacation day from calls; maintains records; contacts their immediate supervisor to ensure they have been informed.

Informs assigned supervisor(s) of needed office supplies.

Assists authorized personnel with assigned duties.

Performs other routine to moderately complex secretarial and clerical work as required, which may include but is not limited to establishing and maintaining files, compiling information for reports, entering computer data, copying documents, filing / retrieving files, sending and receiving faxes, etc.

Receives and/or reviews various records and reports such as rental information, park locations, employee information, and other departments.

Prepares and/or processes a variety of documentation such as rental information and public service announcements.

Refers to rental information, server information, telephone listing, policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

OFFICE ASSISTANT

Operates a variety of office equipment and machinery such as computer, telephone, copy machine, fax machine, laminator, etc.

Uses a variety of tools such as stapler, hole punch, calculator, standard office tools, etc.; a variety of supplies such as copy paper, receipt book, writing utensils, note pads, general office supplies, etc.; and a variety of computer software such as Microsoft Outlook, Microsoft Word, Microsoft FrontPage, Microsoft Publisher, Microsoft Excel, etc.

Interacts and communicates with various groups and individuals such as Executive Director, coworkers, other department heads and staff, media, and the general public.

ADDITIONAL JOB FUNCTIONS

Restocks paper products and supplies in assigned locations. Removes trash from assigned locations

When and if applicable, assists with monitoring on weekends, unlocking buildings, bringing trash bags, etc.

Provides customer service to the general public by providing information such as locations, telephone numbers, etc.

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

High School Diploma or GED supplemented by one year of responsible secretarial or clerical work experience, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities. Must possess a valid Georgia State Drivers license and have reliable transportation.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of office machines including computers, calculator, copier, etc. Must be able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Position involves standing for periods as well as sedentary work. May involve reaching, stooping, and balancing. Must be able to lift and/or carry weights of up to twenty.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or directions from supervisors.

Language Ability: Requires the ability to read a variety of policy and procedure manuals, computer manuals, registration forms, etc. Requires the ability to enter data into computer and prepare records, reports, correspondence, etc., with proper format, punctuation, spelling and grammar, using all parts of speech. Must be able to speak with poise, voice control and confidence and to articulate information to others.

Intelligence: Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in oral, written, diagrammatic or schedule form. Requires the ability to make routine independent judgments in the absence of supervisor; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and

OFFICE ASSISTANT

interpret received information and the ability to comprehend and implement basic office machinery functions.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently with co-workers and the general public.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals, to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment and communications machinery.

Manual Dexterity: Requires the ability to handle a variety of items including computer keyboards, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under minimal levels of stress when confronted with an emergency or tight deadline.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear). Must be able to hear and understand communications through a telephone.

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, policies and procedures of the assigned department(s) of the VLPRA as they pertain to the duties of the Office Assistant. Has knowledge of the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge of the organization of the organization and of related departments and agencies. Is able to comprehend, interpret and apply regulations, procedures and related information. Has excellent secretarial, customer service and clerical skills. Has knowledge of modern office practices and equipment. Has knowledge of and skill in the maintenance of efficient filing systems. Has knowledge of proper English usage, vocabulary, punctuation and spelling; has knowledge of basic mathematics. Is able to use computers for data processing and records management. Is able to type accurately at a rate sufficient for the successful performance of assigned duties. Has knowledge of how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Is able to read and interpret various materials pertaining to the responsibilities of the job. Is able to maintain confidentiality as required. 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 tasks. Is able to plan, organize and prioritize daily assignments and work activities. Is able to offer assistance to fellow employees as necessary. Is able to learn and utilize new skills and information to improve job performance and efficiency. Is capable of working under stressful conditions as required. Has knowledge of how to react calmly and quickly in emergency situations. Is able to maintain positive customer-focused relationships with co-workers, supervisors, agencies, the general public, and all other internal and external customers. Has knowledge of how to personally demonstrate appropriate customer service skills.

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.

OFFICE ASSISTANT

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

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.

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.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.