

VALDOSTA - LOWNDES COUNTY PARKS AND RECREATION AUTHORITY
JOB DESCRIPTION, NOVEMBER 2011

**JOB TITLE: MONITOR
ADMINISTRATIVE OFFICE**

GENERAL STATEMENT OF JOB

Monitors facilities during rental timeframes. Ensures rules and regulations are adhered to by renters. Assists all departments in the monitoring of special events, trips and concessions. Provides quality customer service and represents the Authority in a positive manner. Reports to the Executive Director.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Shows up to assigned facility 30 minutes prior to the time the facility is rented. Ensures the facility is ready for rental by controlling the thermostat, emptying trash, cleaning messes, turning on lights, etc. as needed.

Shows renters around facility and reminds renters of all rules and expectations.

Ensures that renters adhere to all rules and regulations outlined in the facility rules and rental contract.

Stays at facility during the time it is rented to be available to the renters to answer questions and address issues that may arise.

Notifies the renters when the rental is one hour from ending and reminds them of the requirement that the renters clean up their own trash/mess.

Cleans up trash and mess after renters leave if the renters fail to do so.

Provide reports to Administrative Secretary on the first day the Administrative office is open following the rental. Reports should include hours worked, renters fulfillment of their responsibilities and other issues that arose.

Monitor and work in agency sponsored concession operations.

ADDITIONAL JOB FUNCTIONS

Assists with special events, concessions and programs as needed.

Drives bus or otherwise assists with trips and events to include summer camp day events and week or weekend long trips with other departments. (CDL required for driving bus)

Performs other assigned 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 Driver's license and have reliable transportation. Active CDL preferred.

MONITOR

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve the ability to exert moderate, though not constant, physical effort, typically involving some combination of climbing, balancing, stooping, kneeling, crouching and crawling, and the lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (up to 20 pounds).

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 Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to co-workers and volunteers and receiving assignments and/or direction from supervisor.

Language Ability: Requires ability to read a variety of policy and procedure manuals, safety and equipment manuals, etc. Requires the ability to prepare reports, records, correspondence, schedules, publicity materials, etc., with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Requires the ability to apply influence systems in providing staff leadership; to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to counsel and teach employees and participants. Must be able to communicate effectively and efficiently with persons of various ages, educational and cultural backgrounds and in a variety of technical and/or professional languages including recreation administration, marketing, public relations, etc.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and 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 using office and specialized machinery; to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, tools, etc. Must have moderate 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 stress when confronted with emergency situations or tight deadlines. The worker may be subject to danger or risk to a slight degree.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

MONITOR

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures and policies of the Authority as they pertain to the performance of duties of the Monitor. Has knowledge of the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to plan, organize and prioritize daily assignments and work activities. Is able to learn and utilize new skills and information to improve job performance and efficiency. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to prepare required reports with accuracy and in a timely manner. 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. Has thorough knowledge of proper English usage, vocabulary, spelling and basic mathematics. Has knowledge of modern office practices and technology. Has knowledge of and skill in the use of computers for word processing and records management. Has knowledge of applicable occupational hazards and safety precautions. Is able to perform duties effectively despite infrequent exposure to extreme heat / cold, humidity, violence, machinery hazards, toxic agents, violence, etc. Has knowledge of how to react calmly and quickly in emergency situations.

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: 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.

MONITOR

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

Planning: Plans, coordinates and uses information effectively to enhance activities and production. Knows and understands expectations regarding such activities and works to ensure such expectations are met. Develops and formulates ways, means and timing to achieve established goals and objectives. .

Organizing: Efficiently organizes own work.

Staffing: No involvement in staffing.

Leading: No involvement in leadership and no direct reports.

Controlling: contributes to a work environment which is orderly and controlled. Has a clear and comprehensive understanding of established standards, methods and procedures.

Delegating: No delegating responsibility.

Decision Making: Exercises discretion and judgment in developing and implementing courses of action affecting functions under charge.

Creativity: Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change that supports achievement of goals and objectives.

Human Relations: Strives to develop and maintain excellent rapport with coworkers and the public. Listens to and considers their suggestions and complaints, and responds appropriately. Contributes to a work environment that promotes and maintains mutual respect.

Policy Implementation: Has a clear and comprehensive understanding of policies regarding functions under charge and the function of the organization. Adheres to policies in the discharge of duties and responsibilities, and ensures the same from personnel under charge.

Policy Formulation: Recognizes and understands the relationship between operating policies and practices and morale and performance.

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.