

TOWNSHIP OF NORTH HURON

POSITION PROFILE

Position Title: **PART TIME RECREATION ADMINSTRATIVE ASSISTANT**

Department: **RECREATION AND CHILDREN'S SERVICES DEPARTMENT**

Report to Title: **RECREATION & FITNESS SUPERVISOR**

Revised: **July 2024**

Pay Range: **Band 3**

Position status: **Part time employee**

Pay method: **Hourly**

Normal work week: **Less than 37.5 hours per week (will include weekends and evenings as needed)**

Hours over 37½ to 44.0 hours in a week: **paid at straight time**

Overtime greater than 44.0 hours in a week: **paid at time & half**

Location: **North Huron Recreation Office in Wingham**

A – POSITION DESCRIPTION

1. Scope of Position:

The Recreation Administrative Assistant performs a variety of administrative, clerical, marketing and customer support functions for the North Huron Recreation Department

The Recreation Administrative Assistant reports to the Recreation Supervisor.

2. Key Responsibilities

- (a) Provides frontline customer service at the North Huron Westcast Community Complex for the North Huron Recreation and Children's Services department.
- (b) Greets patrons, responds to inquiries, answers and directs phone calls, and provides general information relative to recreational opportunities available in the community. Directs upset patrons to the Recreation & Fitness Supervisor for follow-up.
- (c) Enters client information into recreation software system. Creates new client accounts, takes admission, processes payments for admissions, program registrations, facility bookings, and campground reservations.
- (d) Performs various accounting duties as appropriate including: cash receipt, cash reports, etc.

- (e) Assists the managers/supervisors/coordinators and staff with various administrative tasks as agreed to by the Recreation & Fitness Supervisor.
 - (f) Provides back-up coverage for the front office staff during absences.
 - (g) Performs other duties as assigned by the Recreation & Fitness Supervisor and/or the Director of Recreation & Children's Services.
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3. Key Relationships

Internal

Recreation & Fitness Supervisor; daily interaction re assignments and department activities.

Recreation and Facilities Managers/Supervisors/Lead Hands: daily interaction re: assignments and department activities

Administrative Assistant: daily interaction re assignments and department activities

External

Public: daily at counter and on phone

Strong interpersonal skills and communication skills are essential to perform this position competently.

4. Decision Making Authority and Judgement Used

This position mainly provides support for the staff in the North Huron Recreation Department. There is little authority for independent decision-making. If a decision is required outside their authority, they will consult with a senior manager.

The Recreation Administrative Assistant is expected to make recommendations to the Recreation & Fitness Supervisor to improve the effectiveness of their duties.

This position would not normally be involved in the development of policy or procedures. Judgement is required:

- to prioritize the many tasks in process at any time to ensure deadlines are met
 - to provide guidance and assistance to staff
 - to ensure the documents typed are accurate and without spelling or grammar errors
 - to deal with members of the public
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5. Problems Solving

Most of the duties performed by the Recreation Administrative Assistant are in accordance with established policies and procedures under supervision. Normally the problems to be solved are predictable and require no research beyond established policies and procedures.

The Recreation Administrative Assistant is often the first point of contact with recreation stakeholders. They must use judgement to ensure the person is handled promptly and professionally. Problems must be assigned to the appropriate North Huron employee tactfully and promptly.

B – POSITION SPECIFICATIONS

The formal education, training, work experience and other key skills of an individual must be evaluated simultaneously. For example, a person may not possess the minimum designation or degree but have compensating work experience.

1. Formal Education and Training

Minimum degree required:

Secondary School Diploma

Post Secondary Education in Office Administration or other education deemed equivalent

Training and experience in marketing/promotion and applicable software programs (Canva)

Minimum designation required:

None required

2. Work Experience

Minimum Years Required

Experience as an administrative assistant

One

Experience in recreation

Considered an asset

Experience in a municipality

Considered an asset

Experience in a municipal recreation department

Considered an asset

3. Other Key Skills

- Strong interpersonal skill.
 - Good oral and written communication skills.
 - Good time management skills.
 - Strong word processing skills (preferably on Microsoft Word and Excel)
 - Well organized.
 - Professional under pressure
 - Working knowledge of office equipment including phone system, calculator, fax, copier
 - Working knowledge of computer equipment.
 - Ability to work in fast-paced environment under pressure and meet deadlines.
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C – POSITION CHARACTERISTICS

1. Impact and Accountabilities

This is a support position so the impact on the organization is indirect.

If the Recreation Administrative Assistant is not able to keep up with the workload, recreation services for the Township may be affected.

This position has no budget responsibility.

2. Supervisory Responsibility

None.

D – WORKING CONDITIONS

1. Physical Effort and Environment

The Recreation Administrative Assistant is scheduled to work evenings and/or weekends when programs, events or meetings occur. The clerical assignments require hours of sitting at a computer screen and answering phone inquiries. The position also requires manual dexterity to operate the computer keyboard and other office equipment. The physical working environment is comfortable, normally indoors in a clean office.

2. Mental Effort

The mental strain resulting from the work of the Recreation Administrative Assistant is manageable. While completing clerical assignments the Recreation Administrative Assistant is often interrupted to answer the phone or attend the front desk. The volume of work is moderate.
