



Office of Human Resources  
Recreation Assistant - RG2909  
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### General Statement of Duties

Performs entry-level to intermediate level work assisting with recreational activities and the day-to-day operations of a recreation center.

### Distinguishing Characteristics

The Recreation Assistant assists with a variety of recreational and facility activities and functions, which includes assisting on the front desk, ensuring cleanliness of facility, and assisting with instruction of organized sports and physical activities.

The Recreation Instructor provides instruction to participants in organized recreational programs, classes, and activities, which includes developing curriculums and instructional plans, leading and teaching participants, and evaluating the effectiveness of programs.

The Recreation Services Representative is responsible for guest relations, which includes managing front desk activities and functions, supporting recreation center operations, membership enrollment, and assisting with inventory and maintaining records and files.

The Recreation Program Coordinator plans, coordinates, and implements citywide recreation programs, activities, and special events, which includes identifying community and customer needs, evaluating program effectiveness and participation levels, community outreach to recruit sponsors and market programs, and overseeing program budget activities.

The Recreation Center Coordinator maintains the operations of a Recreation Center and coordinates facility usage, programs, and activities held within the facility, which includes oversight of recreation center, ensuring safety and adherence to policies and procedures, identifying community and customer needs, and overseeing facility budget activities.

The Recreation Supervisor supervises the operations of a recreation center, which includes oversight of both recreational programs and facility activities and functions, implementing process improvements, performing the elements of supervision, coordinating special events and activities, and overseeing the recreation center's operational budget.

### Level of Supervision Exercised

None

### Essential Duties

Greets and communicates with recreation guests in-person or by telephone using F.A.C.E. philosophy (friendly, attentive, consistent, and empowered) regarding recreation services and activities.

Assists with supporting the day-to-day operations of a recreation center or a specific program area.

Assists with instruction of recreational activities such as sports, games, classes, outdoor activities, child care and special events.

Assists with maintaining the cleanliness of a recreation center.

Maintains order amongst participants and spectators and attempts to resolve disputes that arise.

Assists with the set up and take down of equipment for facility rentals, activities, or special events.

Assists with front desk operations which includes greeting customers, answering phone calls, and providing customers with membership information.

Assists with emergency situations such as evacuations, medical emergencies, suspicious behavior and activity or other unexpected situations as necessary.

Interacts with guests to determine their needs, utilizes a computer to access membership information, provides appropriate information and directs guests to appropriate location and staff members for further assistance.

Processes membership sales, activity registrations, facility and equipment rentals, and other related transactions.

Completes monetary transactions including cash/check handling and credit card processing, which includes issuing ID cards, payment confirmations and receipts, and other related monetary transactions.

By position, assists with keeping and announcing the score of sports activities and maintains accurate participant records.

Performs other related duties as assigned.

Any one position may not include all of the duties listed above; however, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## Competencies

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

Conflict Management - Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Oral Communication- Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Problem-Solving- Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

## Knowledge & Skills

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe work environment for self and others.

Knowledge of basic fundamentals and techniques of athletics, fitness, cultural/social activities and/or arts and crafts sufficient to be able to perform a variety of duties related to the work assignment.

Skill in maintaining and ensuring cleanliness of equipment.

**Education Requirement**

None

**Experience Requirement**

None

**Education & Experience Equivalency**

None

**Licensure & Certification**

Must be at least 14 years of age at the time of application.

By position, requires a valid driver's license at the time of application. (Employees may be eligible to drive department/city vehicles for transportation and subject to motor vehicle record check and required to pass a city sponsored driver safety training course.)

Requires certification in CPR and First Aid within six (6) months of date of hire.

Licenses and certifications must be kept current as a condition of continued employment.

**Working Environment**

Extreme cold: temperature cold enough to cause marked bodily discomfort.

Extreme heat: temperature hot enough to cause marked bodily discomfort.

Humid: conditions with high moisture content to cause bodily reactions.

Noise: sufficient noise to cause distraction or possible hearing loss.

Subject to many interruptions.

Subject to varying and unpredictable situations.

**Level of Physical Demand**

3-Medium (20-50 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Balancing: maintaining body equilibrium to prevent falling over.

Eye/hand/foot coordination: performing work through using two or more.

Feeling: perceiving attributes of objects by means of skin receptors.

Fingering: picking, pinching or otherwise working with fingers.

Hearing: perceiving the nature of objects by the ear.

Pulling: exerting force upon an object so that it is moving to the person.

Pushing: exerting force upon an object so that the object is away.

Reaching: extending the hand (s) and arm (s) in any direction.

Repetitive motions: making frequent movements with a part of the body.

Sitting: remaining in the normal seated position.

Standing: remaining on one's feet in an upright position.

Stooping: bending the body by bending the spine at the waist.

Talking: expressing or exchanging ideas by means of spoken words.

Walking: moving about on foot on uneven surfaces.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check

**Assessment Requirement**

None

**Probation Period**

None

**Class Detail**

**Pay Grade: Z-117**

**FLSA Code: N**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**