

General Purpose

Under general direction, meet the public and assist callers by directing or transferring them to the appropriate person or office; assist public in obtaining various recreation services; assist in the administration of standard operating policies and procedures of the assigned department; and perform related clerical work as required.

Supervision Received

Receives direction and training from Recreation Coordinator and works under the close supervision of the Recreation Supervisor.

Supervision Exercised - None.

Essential Duties and Responsibilities

Answers inquiries concerning the location and function of various sections and personnel of the City.

Greets visitors and directs them to sources of information, appropriate personnel or offices.

Answers telephone, providing information and routing calls. Takes and relays messages as necessary.

Sets up furniture and moves partitions in order to prepare meeting and activity rooms for scheduled events.

Performs duties related to facility rentals including: gives out information on facility rental procedures and procurement of insurance, fills out facility use permits, follows up when there are changes or cancellations.

Receives and processes registration for recreation activities and programs. Process payments as necessary.

Performs general clerical tasks as needed.

Work closely with assigned Recreation Coordinator for project work. Be of assistance to the Recreation Supervisor as needed.

Peripheral Duties

Operates a vehicle to run errands.

Desired Minimum Qualifications**Education and Experience:**

(A) Graduation from a high school or GED equivalent

(B) One year of increasingly responsible related experience, or any equivalent combination of related education and experience.

Necessary Knowledge, Skills and Abilities:

(A) Experience with Microsoft Office, Adobe Creative Suite and registration and database systems; working knowledge of modern office practices and procedures; some knowledge of city services and recreation programs.

(B) Ability to provide high level customer service with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.

Tools and Equipment Used

Telephone switchboard; personal computer including word processing software; copy machine, postage machine; fax machine, calculator, credit card terminal.

SPECIAL REQUIREMENTS

Must be willing to sometimes work outside of standard business hours including weekends.

Applicant will need to pass a background check.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally push or pull moveable partition walls into an opened or closed position, lift and/or move up to 25 pounds, move tables and chairs. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment varies from quiet to moderately loud.

Application and Testing Process

Applications must include a cover letter, resume and required City Application sent by email to Nikki Bryant LeBlond, nbryant@ci.capitola.ca.us in the Recreation Department, 4400 Jade St. Capitola, CA 95010, by the filing deadline. No postmarks accepted. An application may be obtained by calling 831-475-7300 or by going to the City's website at www.cityofcapitola.org. Applications will be reviewed for accuracy, completeness and job-related qualifications. A limited number of persons whose application materials clearly demonstrate they most closely meet the requirements may be invited to participate in the selection process which may be any combination of written, oral, and/or performance exams.

Reasonable Accommodations for disabled applicants will be made. If special accommodations are necessary at any stage of the examination or application process, please provide the City of

Capitola with advance notice and every attempt will be made to consider your request.

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