



OFFICE ASSISTANT

Employment Status: Part-Time
FLSA Status: Non-Exempt
Reports To: Senior Recreation Supervisor, Recreation Leader

Approved: September 1, 2010
Revised: August 10, 2016
Reviewed: August 10, 2016

JOB SUMMARY

Under general direction of the Senior Recreation Supervisor or Recreation Leader, assists in performing administrative and general-support to enhance the productivity and effectiveness of the recreation department.

REPRESENTATIVE LIST OF RESPONSIBILITIES

This list of responsibilities is representative and is not all-inclusive. Upon request, a reasonable accommodation will be made to enable a qualified individual with a disability to perform these responsibilities.

- Assists with registration dates as promoted in the facility brochure or as directed.
- Notifies customers of cancelled classes and other pertinent information, as directed.
- Processes memberships and creates membership cards.
- Contacts patrons regarding membership upgrade fees.
- Provides office/clerical assistance.
- Maintains patron information files.
- Back up for daily financial receipts.
- Provides back up for front desk staff to include registrations, memberships and checking in patrons for walk-in classes and phone support.
- Provides clerical duties to department staff, as assigned.
- Disseminates, follows and enforces all policies, procedures and philosophies established by the Washington Township and the Recreation Center as they relate to registration, programs, and facility use.
- Answers and routes all incoming calls efficiently and accurately.
- Promotes the Recreation Center, its programs and facilities.
- Provides excellent customer service.
- Ability to communicate, interact and maintain professional, efficient and effective working relationships.
- Handles confidential information appropriately.
- Understands and follows oral and written instructions.



OFFICE ASSISTANT

REPRESENTATIVE LIST OF RESPONSIBILITIES *(continued)*

- Reliability, which includes regular and predictable attendance, punctuality, and timely and efficient completion of assigned duties
- Promotes, gets along and works in a harmonious relationship with others.
- Attends meetings and trainings.
- Other duties as required.

REQUIRED EDUCATION AND EXPERIENCE

- High School diploma or equivalent.
- Minimum of 18 years of age.
- Possess CPR, AED and First Aid certification, within 90 days of hire.
- One (1) year or more of work experience in a related field.

PREFERRED EDUCATION AND EXPERIENCE

- Two (2) years or more of work experience in a related field.

PREREQUISITE KNOWLEDGE, SKILLS AND ABILITIES

An individual must possess the following knowledge, skills, and abilities before beginning employment:

- Possess CPR, AED and First Aid certifications, within 90 days of hire.
- Proven customer service skills.
- Experience with multi-line phone system, computers and other office equipment.
- Basic accounting skills.
- Must be able to complete written reports for the purpose of completing necessary office forms, accident and incident reports.
- Uses a personal computer and related software programs to create spreadsheets, reports and correspondence.
- Ability to operate and knowledge of general office equipment, computer office software, specifically spreadsheets, database, word processing and calendar programs.
- Ability to learn and maintain box office ticketing and point of sale software.
- Display patience, understanding and flexibility in meeting the needs of all patrons.



PREREQUISITE KNOWLEDGE, SKILLS AND ABILITIES *(continued)*

- Willingness and desire to work with children.
- Must present a positive and professional image.
- Ability to communicate with supervisor, parents and children, both verbally and in writing, in a positive and effective manner.
- Must exhibit maturity, respect and compassion.
- Proven ability to exercise considerable independent judgment and discretion in carrying out daily operations in support of the department.
- Excellent oral and written communication skills. Must be able to listen attentively, organize thoughts, speak and write clearly and comprehend written documents.
- Ability to perform basic mathematical computations.
- Reads, writes, and edits reports and correspondence.
- Excellent self-discipline. Ability to work well without immediate supervision.
- Excellent judgment. Ability to make prompt and accurate decisions, as directed.
- Ability to comply with all Township and job specific safety requirements.
- Ability to work other than normal working hours as necessary.
- Must have a valid driver's license and remain insurable, without penalty or surcharge, under the Township's vehicle insurance plan.

DEMONSTRATED KNOWLEDGE, SKILLS AND ABILITIES

An individual must be able to demonstrate the following knowledge, skills, and abilities after training on the job.

- Maintains CPR, AED and First Aid certifications.
- Demonstrated knowledge of clerical, accounting and organizational skills.
- Demonstrated and effective supervision of subordinate employees.
- Demonstrated ability to exercise considerable independent judgment and discretion in carrying out daily operations of the Township.
- Be knowledgeable of and follow departmental policies and procedures.
- Any other skills, abilities and knowledge required as the job changes.



PHYSICAL REQUIREMENTS

Upon request, a reasonable accommodation will be made to enable a qualified individual with a disability to perform these requirements.

- Uses fingers/hands/arms frequently.
- Lifts, carries and pushes up to 25 pounds.
- Occasional crawling, kneeling, bending and climbing, including stairs and ladders.
- Ability to reach over shoulders.
- Must have good eye sight and depth perception.
- Ability to work at a rapid pace.
- Ability to hear.
- Walking and standing on various surfaces, including rough terrain, as required.
- Frequent sitting, as required.
- Any other physical requirements as job changes.



ASSISTANT BOX OFFICE MANAGER

OFFICE ASSISTANT

Employment Status: Part-Time
FLSA Status: Non-Exempt
Reports To: Box Officer Manager, Senior Recreation Supervisor

Approved: September 1, 2010
Revised: August 10, 2016
Reviewed: August 10, 2016

JOB SUMMARY

Under general direction of the Box Office Manager or Senior Recreation Supervisor assists in performing administrative duties and provides assistance to the Box Office Manager for Town Hall Theatre in Washington Township.

REPRESENTATIVE LIST OF RESPONSIBILITIES

This list of responsibilities is representative and is not all-inclusive. Upon request, a reasonable accommodation will be made to enable a qualified individual with a disability to perform these responsibilities.

- Manages the Box Office when Box Office Manager is not present and during performances.
- Primary “substitute” during regularly scheduled box office hours when Box Office Manager is absent.
- Manages the Box Office during performances.
- Answers phones, processes ticket orders and provides customer service.
- Trains volunteer ushers.
- Assigns staff positions (e.g., House Manager).
- Supervises and evaluates box office staff.
- Handles front-of-house operations.
- Leads staff in the event of an emergency or injury situation.
- Responsible for filing all necessary show reports and making deposits.
- Meets regularly with Box Office Manager for training and work assignments.
- Provides excellent customer service.
- Ability to communicate, interact and maintain professional, efficient and effective working relationships.
- Handles confidential information appropriately.
- Understands and follows oral and written instructions.
- Reliability, which includes regular and predictable attendance, punctuality, and timely and efficient completion of assigned duties



ASSISTANT BOX OFFICE MANAGER

REPRESENTATIVE LIST OF RESPONSIBILITIES *(continued)*

- Promotes, gets along and works in a harmonious relationship with others.
- Attends meetings and trainings.
- Other duties as required.

REQUIRED EDUCATION AND EXPERIENCE

- High School diploma or equivalent.
- Minimum of 18 years of age.
- One (1) year or more of demonstrated experience in a related field.
- Possess CPR, AED and First Aid certifications, within 90 days of hire.

PREFERRED EDUCATION AND EXPERIENCE

- Associate's Degree or higher in a related field.
- Two (2) or more years of work experience in a related field.

PREREQUISITE KNOWLEDGE, SKILLS AND ABILITIES

An individual must possess the following knowledge, skills, and abilities before beginning employment:

- One (1) year or more of work experience in a related field.
- Possess CPR, AED and First Aid certifications, within 90 days of hire.
- Ability to learn and maintain box office ticketing and point of sale software.
- Uses a personal computer and related software programs to create spreadsheets, reports and correspondence.
- Ability to operate and knowledge of general office equipment, computer office software, specifically spreadsheets, database, word processing and calendar programs.
- Ability to learn and maintain box office ticketing and point of sale software.
- Display patience, understanding and flexibility in meeting the needs of all patrons.
- Willingness and desire to work with children.
- Must present a positive and professional image.



ASSISTANT BOX OFFICE MANAGER

PREREQUISITE KNOWLEDGE, SKILLS AND ABILITIES *(continued)*

- Ability to communicate with supervisor, parents and children, both verbally and in writing, in a positive and effective manner.
- Must exhibit maturity, respect and compassion.
- Proven ability to exercise considerable independent judgment and discretion in carrying out daily operations in support of the department.
- Excellent oral and written communication skills. Must be able to listen attentively, organize thoughts, speak and write clearly and comprehend written documents.
- Ability to perform basic mathematical computations.
- Reads, writes, and edits reports and correspondence.
- Excellent self-discipline. Ability to work well without immediate supervision.
- Excellent judgment. Ability to make prompt and accurate decisions, as directed.
- Ability to comply with all Township and job specific safety requirements.
- Ability to work other than normal working hours as necessary.
- Must have a valid driver's license and remain insurable, without penalty or surcharge, under the Township's vehicle insurance plan.

DEMONSTRATED KNOWLEDGE, SKILLS AND ABILITIES

An individual must be able to demonstrate the following knowledge, skills, and abilities after training on the job.

- Maintains CPR, AED and First Aid certifications.
- Demonstrated knowledge of clerical, accounting and organizational skills.
- Demonstrated and effective supervision of subordinate employees.
- Demonstrated ability to exercise considerable independent judgment and discretion in carrying out daily operations of the Township.
- Be knowledgeable of and follow departmental policies and procedures.
- Any other skills, abilities and knowledge required as the job changes.



ASSISTANT BOX OFFICE MANAGER

PHYSICAL REQUIREMENTS

Upon request, a reasonable accommodation will be made to enable a qualified individual with a disability to perform these requirements.

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- Lifts, carries and pushes up to 25 pounds.
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