



POSITION DESCRIPTION

POSITION: Office Specialist I

DIVISION: Recreation - Health and Wellness Center

Status: Full-Time

FLSA Status: Non-Exempt

General Description/Essential Functions:

Under the supervision of the Facility & Membership Coordinator, the Office Specialist I will be responsible for the on-site supervision and organization of the Urbana Health and Wellness Center facilities, services, programs, and events while serving as the main point of contact and staff member in charge in the absence of a full-time coordinator providing oversight for leadership to hourly staff.

Duties:

Facilities Management

- Assists with disseminating and promoting UPD program information, directs public to proper locations, educates users of potential opportunities and services available; provides general facility use instructions; enforces facility policies and procedure; observe guest use and inform supervisors of improper facility and equipment use.
- Provides clerical support by assisting with maintenance of various records and sorting/filing needs.
- Answers telephones; provides callers with accurate information transfer calls to appropriate parties and/or takes messages.
- Processes memberships, scholarships, and registration.
- Flexibility to work holidays and weekends when necessary.
- Demonstrates knowledge of applicable safety practices and procedures, with the ability to take proper precautions and assure safety of self, co-workers, volunteers, and general public.
- Completes set-ups and teardowns for programs, rentals, meetings, and events.
- Identifies and seeks to solve problems as they arise. Knowledge to defer when necessary.
- Act quickly, calmly, and appropriately in emergency situations.
- Performs other duties as assigned.

Personnel

- Promotes a team atmosphere.
- Support to the regular operations of the Health and Wellness Center, including during holidays, weekends, and evenings when needed or as assigned.
- Maintains accurate records and writes reports as required.
- Shows initiative in all aspects of work, setting a positive example.
- Performs other duties as assigned.

Communication

- Ensures quality visit to the Urbana Health and Wellness Center guests by receiving and greeting individuals and professionally assisting them as needed.
- Communicates effectively, both orally and in writing.
- Understands and works from written and oral instructions.
- Enforces Park District rules and regulations.
- Participates in all staff meetings and serves on committees as directed.
- Notifies proper personnel or vendors for damaged property.

Finance

- Processes transactions and controls daily use revenues by collecting correct fees for daily admissions, activity registrations, facility reservations, and merchandise.
- Ability to prepare daily deposits per District procedure.
- Assists in development and operations of program budget.
- Monitors equipment and supplies and notifies facility coordinator of any purchases needed.
- Maintains records as required or directed.

Qualifications:

- Associates degree or a minimum of 1-2 years of experience.
- Ability to communicate clearly and effectively, both orally and in writing.
- Ability to develop and maintain cooperative and effective working relationships with staff, public, and event partners.
- Experience with staff and volunteers.
- Must be available for evening shifts until 9 p.m. on weekdays.
- Prior customer service experience.
- Certification in First Aid/CPR/AED or have ability to complete within six (6) months of hiring is required
- Must be willing and able to improve skills and skill areas.
- Valid State of Illinois driver's license required.

PHYSICAL EFFORT AND WORKING ENVIRONMENT:

The incumbent performs the majority of duties by standing for long periods while bending, kneeling, lifting, carrying, or moving supplies and equipment. This position requires the ability to physically perform the essential duties of the position, including exerting sustained physical effort, bending, reaching-including overhead, crouching/ kneeling, climbing, standing/walking for long periods, pushing/ pulling/ grasping/ lifting/carrying, and manipulating objects weighing more than 50 pounds, hearing sounds/communication, close and far vision. This position performs duties in diverse indoor and outdoor environments and must be able to work effectively in sometimes extreme conditions. This position performs duties with frequent interruptions and heavy public contact.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT:

The job description for the position of Office Specialist I for the Urbana Health and Wellness Center describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements, and responsibilities contained herein, and any subsequent revisions.

Is there anything that would prevent you from meeting the job duties and requirements as outlined? Yes _____ No _____ (If yes, please describe on the back of this page.)

Applicant/Employee Signature

Date