



**Pleasant Hill Recreation & Park District  
District Office Administrative Assistant-Administration Services  
JOB DESCRIPTION**

**Job Title: Administrative Assistant- Administration Services**

**Department: Administration**

**Reports To: Administrative Services Manager**

**Summary**

Under the direction of the Administrative Services Manager, the Administrative Assistant – Administration Services provides outstanding customer service, supports accounts payable processes, and assists in the operation administration related to District events, classes, sports leagues, and rentals.

**IDEAL CANDIDATE**

The ideal candidate is personable, upbeat, and a highly effective communicator (in-person, via phone and email) with outstanding active listening, problem-solving, and conflict resolutions skills. The top candidate is a successful collaborator and is comfortable interacting with members of the public. A healthy sense of humor and positive attitude are always welcome attributes.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Provide positive and outstanding customer service for calls, emails and walk-in patrons approaching the front counter at the District Administration office.

Respond promptly and professionally to inbound phone calls and emails, transfer, or forward communications to appropriate personnel within organization as needed.

Support accounts payable processes related to invoicing, expense reporting and accounting reconciliation

Assist patrons with registration for District programs, classes and events within Civic Rec, the District's online registration system,

Support Supervisors and Coordinators with class and activity administration including customer registration, waiver maintenance, class roster distribution, class cancellations, and participant follow up as needed.

Explain District policies to patrons and visitors regarding participation in programs and use of District facilities and parks; distribute general District information as appropriate.

Provide support for picnic, pool reservations and equipment rentals

Work proactively to address systemic inequities through District policy recommendations, organizational structures, and community outreach while facilitating an integrated vision and shared responsibility for prioritizing and advancing institutional goals. The District aims to foster an affirming work culture based on the core values of excellence, equity, diversity, belonging, and inclusion through:

- Recruiting and retaining staff who are reflective of the diverse communities served by Pleasant Hill Recreation and Park District.
- Fostering an environment that is welcoming, affirming, and empowering for staff of all backgrounds.
- Cultivating relationships with the local community that advance the well-being of diverse individuals and communities.

Contributes to team effort by accepting and accomplishing other assigned duties as needed per supervisor's request.

## **COMPETENCIES**

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Initiative - Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Quality Management - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works diligently.

Oral Communication – Listens effectively; Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Business Acumen - Understands business implications of decisions. Displays orientation to profitability' Demonstrates knowledge of market and competition; Aligns work with strategic goals.

Diversity - Demonstrates knowledge of DEI policy; Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Supports affirmative action and respects diversity.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Technical Skills - Assesses own strengths and weaknesses; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to longer hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

Graduation from a high school or equivalent and four years recent full-time paid secretarial experience and/or training; or equivalent combination of education and experience.

### **Computer Skills**

To perform this job successfully, an individual should have the following skills:

Advanced proficiency in Microsoft Office products (Word, Excel, Outlook), Microsoft 365.

Proficient in typing (by-touch), 10-key and data entry

### **Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

**Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Certificates, Licenses, Registrations**

Must possess a valid California Driver's License with a good driving record.

**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 regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand; walk and sit.

The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and 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.

While performing the duties of this Job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate with the exception of music events which may be quite loud.