Town of Danville

ADMINISTRATIVE SECRETARY
Recreation Services Department
(Community Center/Registrar)

DEFINITION
Provide a wide variety of responsible secretarial, customer service, and support functions for the Recreation Services Department.

SUPERVISION RECEIVED AND EXERCISED
Under direct supervision of the Recreation Services Manager or a Program Supervisor.

ESSENTIAL JOB FUNCTIONS/DUTIES
- Essential duties may include, but are not limited to, the following:
- Ability to multi-task (phones/walk-in customers/data entry).
- Provide information to the walk-in public.
- Receive and route daily phone calls from the public.
- Computer input and oversee registrations of all programs/classes and develop program/class rosters.
- Prepare and maintain program registrations, confirmations, cancellations and waiting lists.
- Sell tickets for events, programs, and classes.
- Prepare and process bank deposits for facilities rentals and Town programs.
- Maintain department program financial records.
- Provide Supervisors/Coordinators with required program information.
- File and maintain Town records, as required.
- Provide clerical support for department supervisors and coordinators, as needed.
- Performs duties within OSHA standards.

OTHER JOB FUNCTIONS/DUTIES
- Assist with computer input of facility use reservations and mail necessary paperwork to potential renters.
- Computer input league field schedules for park facilities.
- Maintain master calendar of Town's facilities rentals.
- Maintain and keep facilities rental accounting records current.
- Issue Certificates of Liability Insurance and maintain monthly log.
- Provide back-up support to other Town clerical staff.
- Participate in and/or support department and Town special events.
- Attend monthly Secretaries Committee meeting.

QUALIFICATIONS

Knowledge of:

- Correct English usage, spelling, grammar and punctuation.
- Modern office methods, procedures, organization and equipment including automation hardware and software.
- Departmental policies, procedures, organization and operation details.
- Record keeping principles and procedures.
- Understand and carry out both oral and written directions autonomously.
- Understand basic organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Understand current safety procedures and have the ability to comply.

Ability to:

- Type accurately at a speed of 65 words per minute.
- Utilize various computer software applications.
- Interface effectively between staff and the public.
- Transcribe dictation and meeting minutes from notes or machine accurately and in a timely manner.
- Organize and prioritize workload for self and others, exhibiting flexibility in changing priorities when necessary.
- Communicate effectively in both oral and written form.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Work a flexible schedule, as needed.

EXPERIENCE AND EDUCATION

Any combination of experience and education that would likely provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible clerical/secretarial work, including at least one of providing customer service to the public.

Education:

The equivalent of the successful completion of twelfth grade, supplemented with specialized courses in secretarial skills and office procedures.

License:

Valid California Driver's License.

Updated: August 2010