



**City of Tigard
Public Works Department**

**Recreation Aide (Temporary/On-call)
Job Description**

DEFINITION

Provides assistance to the Recreation Coordinator in hosting, planning, implementing, promoting, and evaluating recreation programs, classes, and special events. Provides assistance for a wide range of duties such as responding to requests for information, hosting programs, assisting customers with registration, and accommodating special needs and program planning.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Recreation Coordinator. Exercises no direct supervision of staff. May lead or coordinate the efforts of volunteers.

CLASSIFICATION CHARACTERISTICS

This is an entry-level classification that performs a variety of routine manual, clerical, and customer service duties in support of the recreation program. This class is distinguished from the Recreation Coordinator in the latter's responsibility for overall coordination, planning, and implementation of recreation activities.

ESSENTIAL JOB FUNCTIONS

- Assists with special event and activity logistics including volunteer coordination, setup, break down, and cleanup.
- Accepts registration information, prepares rosters, collects a variety of payments, and makes change.
- Leads program participants, including children and adults, in a variety of recreational activities.
- Performs customer service functions including providing information about programs, rules, and regulations through communication over the telephone, in person, and in written form.
- Distributes program marketing materials.
- Ensures the safety of program participants.
- Establishes and maintains effective working relationships with coworkers, program participants, and the general public.

Job and Conduct Requirements:

- Complies with applicable city, state, local, and federal laws, rules, and regulations; follows and maintains knowledge of all city policies and procedures.
- Observes safe work methods; reports safety, sanitary, and fire hazards immediately to supervisor and follows prescribed policies for safety.
- Interacts thoughtfully and courteously with staff and community; acts and resolves conflict in a professional manner.

JOB QUALIFICATIONS

Knowledge of:

- Principles of basic first aid and CPR.
- English usage, grammar, spelling, vocabulary, and punctuation.

- Techniques for providing a high level of customer service to public and city staff, in person, through electronic correspondence, and over the telephone.

Skill in:

- Oral and written communication to understand written information (and to express such information verbally and in writing so that others will understand).
- Conflict resolution.

Ability to:

- Work with program participants of all ages.
- Provide instruction and demonstrate knowledge in assigned area.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

Minimum Education/Experience Requirements:

Any combination of training and experience, which would provide the required knowledge, skills and abilities, to perform the essential functions of the position, may be qualifying. A typical way to obtain the required qualifications would be:

- Some experience in a customer service or recreation setting.
- Must be at least 16 years of age.

Preferred Certifications:

- Basic First Aid and CPR

WORKING CONDITIONS

Work Environment:

The duties for this position may be performed in an office environment or in the field with some exposure to weather elements.

Physical Demand/Manual Dexterity:

This is an active classification in which standing in and moving between work areas is required. The position requires the ability to sit or stand for long periods of time, vision to read printed materials, and hearing and speech to communicate in person and before groups. Finger dexterity is needed operate standard office equipment including a computer keyboard. Positions in this classification occasionally bend, stoop, kneel, and reach. Employees will lift, carry, push, and pull recreation items and supplies weighing up to 40 pounds.

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. Management is receptive to receiving requests from employees for accommodations related to disability, will engage in the interactive process with employees who make such requests and, where accommodation is needed and reasonable, is committed to providing accommodation, unless doing so would impose an undue hardship on the operation of the business.

Revision History:

March 2016: New classification