



HUMAN RESOURCES DEPARTMENT

City of Burlington

200 Church Street, Suite 102, Burlington, VT 05401

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PARKS FACILITIES REPRESENTATIVE PARKS, RECREATION AND WATERFRONT

POSTING DATE: December 15, 2015
RATE OF PAY: \$18.4322/hour
EXEMPT/NON-EXEMPT: Non-Exempt

DEADLINE TO APPLY: December 28, 2015
POSITION STATUS: Regular Full Time
CLASSIFICATION GRADE: 13
UNION: AFSCME

APPLICATIONS CANNOT BE ACCEPTED AFTER THE DEADLINE DATE

This position is responsible for providing clerical, administrative and reception to the Gordon Paquette Arena, and Waterfront Division (Boathouse, North Beach) for the Parks, Recreation and Waterfront department. This position serves as the RecTrac and Hercules Software specialist for the department. In addition this position provides administrative support to internal staff as directed.

ESSENTIAL JOB FUNCTIONS:

- Data entry of all facility reservation information including but not limited to, cash receipts, demographic information, site selection, etc.
- Maintain and update RecTrac and Hercules software for facilities division.
- Plan and execute training for RecTrac and Hercules software across the department as needed.
- Answer incoming phone lines, respond to phone inquiries.
- Prepare individual ice schedules for customers in coordination with Arena management.
- Assist Recreation Facilities Manager and Arena Program Supervisor in administrative duties.
- Greet public; provide information about the Arena, Campground, and overall department inquiries.
- Register public for programs, facility reservations and collect payments utilizing RecTrac software.
- Register public for campground reservations utilizing Hercules software.
- Maintain and update Arena phone hotline.
- Sort and distribute incoming mail.
- Maintain monthly public event schedules.
- Provide up to date information to the public including website updates, brochure information, etc.
- Balance daily sales, prepare bank deposits and enter receivable information into New World accounting software.
- Act as liaison for program participants, skating instructors and Arena staff.
- Receive and data enter all pro shop inventories into the point-of-sale program, stock and display inventory.
- Provide sales assistance to pro shop customers, sharpen and maintain rental skates.
- Perform point-of-sale transactions using computerized cash register and credit card machine.
- Process paperwork for reports to City Treasurer, including but not limited to, filing receipts, reports, etc.
- Prepare monthly statements for customers.
- Assist with preparation and execution of special events.
- Collect guest fees for summer figure skating school and take daily attendance.
- Format, type and proofread program flyers, brochures, mailings to program participants, correspondence, etc. and copy and distribute as necessary.
- Independently format press releases concerning programs and schedules and distribute to media.
- General administrative support for Facilities Division staff.
- Twice weekly bank runs for deposits, secure petty cash and change for Arena operations.
- Attend staff and department meetings, as required.

QUALIFICATIONS/BASIC JOB REQUIREMENTS:

- High School diploma or equivalent and three years' experience in an office setting required.
- Outstanding customer service and communications skills required.
- Knowledge of ice skating facilities operations preferred.
- Ability to communicate effectively both orally and in writing.
- Previous experience with RecTrac point-of-sale and program registration and Hercules reservation programs preferred.
- Experience in Microsoft Office applications.
- Retail experience in sporting goods preferred.
- Ability to adjust to flexible work assignments and hours.
- Ability to work nights and weekends on occasion as required.
- Ability to provide direction and/or work to volunteers and temporary employees.
- Ability to maintain positive work relationships in a busy office environment.
- Ability to operate and monitor 2-way radio.
- Ability to operate personal computer, photocopier, calculator, multi-line telephone, fax machine, credit card machine and other office equipment required.
- Ability to maintain a valid Vermont driver's license required.
- Ability to provide courteous and professional customer service.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to understand and comply with City standards, safety rules and personnel policies.

To Apply: Submit cover letter, resume and a City of Burlington Application to: Human Resources Department, 200 Church Street, Suite 102, Burlington, Vermont 05401. To obtain an application or for more information about the City of Burlington, please see our website: www.burlingtonvt.gov/HR. The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities. For accessibility information or alternative formats, please contact Human Resources Department at 865-7145.

WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY. EOE.