

## RESERVATIONS AND ADMINISTRATIVE SPECIALIST

### GENERAL STATEMENT OF DUTIES

Performs a variety of office tasks at assigned facility, including greeting public, answering phones, collecting reservation and event information, completing necessary paperwork, utilizing Microsoft Office programs and other reservation software, and providing information concerning facilities and associated programs

### STATEMENT OF TASKS

- Support the work of the Parks Division Head(s)
- Disseminates information concerning facilities, programs, and activities to the general public
- Issues permits, collects fees, prepares and maintains records for programs and events
- Operates Windows-based computer and performs word processing as well as reservation software
- Answers telephones and directs calls accordingly
- Acts as receptionist to Park visitors and Park staff
- Assists reservation department, as required

The tasks specified are intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all the duties an employee assigned to this class may be required to perform

### REQUIRED KNOWLEDGE SKILLS AND ABILITIES

- Ability to communicate effectively with the general public.
- Ability to prepare and maintain necessary records and create reports
- Ability to accurately fill out forms and keep records
- Thorough knowledge of the rules, policies, and procedures
- Ability to understand and carry out oral and written directions
- Ability to utilize Outlook, Access, Excel, and Publisher on Windows-based computer.
- Ability to multi-task and prioritize workload.

### MINIMUM QUALIFICATIONS

- Availability open to work regularly Monday thru Friday
- Ability to read and write.

### ADDITIONAL QUALIFICATIONS

- Two (2) years of office administrative experience or equivalent.
- Demonstrated experience in Windows and Microsoft Office Programs (Word, Powerpoint, Excel)
- Demonstrated ability to work independently, collaboratively and respectfully in a complex, multicultural work environment that values diversity, equity and inclusion.

## SPECIAL REQUIREMENTS

- Must be willing to work weekends, holidays and Irregular hours as scheduled or directed.
- Must be courteous in dealing with the general public and fellow staff members
- May be required to wear a uniform