

ESQUIMALT POSITION DESCRIPTION**EFFECTIVE DATE: FEB 2024**

Pos. No: 734

Approved by: Director of Parks & Recreation

Position Title:	Parks Admin Support (Program Support)
Department/Division/Section:	Parks and Recreation

POSITION FUNCTION

Provide office and administrative support to Parks Department and staff team.

KEY DUTIES

Provide excellent customer service to municipal staff, residents, and parks users. Respond to requests from the public providing directions, general information, and updates on ongoing park projects.

Support parks department through various administrative, promotional, and direct customer support initiatives. Front line delivery of services and products in various program areas.

Maintain various parks accounts and record keeping.

Assist with the coordination of staff events and other facility-based initiatives.

Provide administrative assistance with financial matters such as invoices, work orders, and credit card reconciliation.

Perform a variety of administrative and liaison tasks that support staff initiatives and operational needs.

Maintain and update department website.

Perform payroll-related tasks for department regular full-time and auxiliary employees.

Organize employee requests as they relate to leave requests and keep staffing calendar updated.

Organize staff feedback for landscape design and arborist report referrals.

Support the administration of parks permitting for tree cutting, land use, and pesticide exemptions.

Support the administration of the park's donation program.

Maintain staffing competition files and auxiliary staffing filing system.

Perform related duties where qualified.

INDEPENDENCE

Work is developed through established routine.

Work is created through Director, Manager, and various departmental staff requests; priorities are developed by Parks Manager.

Work is reviewed upon completion by Supervisor and through input from division leads through various stages of ongoing projects.

WORKING CONDITIONS**Physical Effort:**

- Keyboarding, sitting for long periods of time (often).

- Going up and down stairs to fulfil duties of job (occasional).

Mental Effort:

- Deal with multiple requests for service; deal with complaints, negative comments, and deadlines.
- Deal with interruptions and multiple deadlines (occasional).

Visual/Auditory Effort:

- Focus on source data and computer screen for long periods (often).
- Short periods of listening with intense concentration from patron requests (occasional).

Work Environment:

Work performed primarily indoors in an office environment.

KNOWLEDGE, KEY SKILLS, AND ABILITIES

Promote, incorporate and role model the Township's core values into all program activities:

Accountability – we are transparent and take responsibility for our policies, our decisions and our actions.

Integrity – we practice high standards of ethical behaviour and open communication that inspires trust.

Respect – we value people and treat everyone with dignity and fairness.

Service Excellence – we strive to meet community needs and achieve high-quality results through teamwork, partnerships, innovation and creativity.

Passion – we approach our work with conviction and enthusiasm.

Equity, Diversity and Inclusiveness – we share in the responsibility to create a positive culture, honour differences, and safeguard equity, inclusion and dignity for all.

Work effectively in and contribute positively to a team environment.

Excellent customer service skills, interpersonal skills, and ability to interact with the public in a courteous and tactful manner.

Professional, effective verbal and written communication with internal and external contacts.

Ability to lead and participate in meetings.

Ability to complete work with a high degree of accuracy.

Ability to analyze information, identify problems, and develop solutions.

Strong proficiency in using Office software; working knowledge of current Municipal software applications (PerfectMind, Diamond) and willingness to learn new technology and software.

Knowledge and ability to make updates to website.

Understanding and training in marketing and promotions.

Ability to multi-task, lead projects, and organize and prioritize work of self.

Flexibility, creativity, and innovation in solving problems, developing new ideas, and providing marketing support.

Ability to type and operate a variety of office equipment.

Ability to maintain accurate records; familiarity with electronic and paper records management systems.

QUALIFICATIONS

Formal Education, Training, and Occupational Certification:

- High School graduation
- One-year Technical School/Community College (Office Administration, Programming, or Marketing)
- Basic First Aid and CPR Certificates
- Maintain clear Criminal Record Check

Experience:

Two years of related experience or equivalent combination of education and experience.

OTHER

Length of time to become familiar with job duties and responsibilities: six months.

May be requested to substitute in a more senior position.