



CITY OF LEMON GROVE

Class Title: Community Services Assistant
Department: Public Works
Division: Community Services

GENERAL PURPOSE

Under direct supervision, perform a variety of routine and complex clerical, administrative, and marketing work in keeping official records, promotion and advertisement for special community events, adult programs and facility rentals; assisting the public with questions related to facilities, and special events.

SUPERVISION RECEIVED AND EXERCISED

This position reports directly to the Community Services Superintendent.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manages facility rental calendars, reservations, showings, and registration;
- Field inquires and questions from residents regards to community events, adult sports and programs, and facilities rentals;
- Calculates fees, deposits, and other related expenses for facility rentals;
- Helps promote and advertise with use of all City facilities;
- Registers residents for programs, provides information, coordinates classes;
- Create flyers promoting community events, adult sports and programs, and facility rentals;
- Research and write articles about events and topics of interest for publication in newspapers, magazines, on websites and other marketing platforms;
- Maintains a file system for each facility, program, service the City offers to residents including registration information, credit cards numbers, and contracts;
- Perform general clerical duties including typing, mailing, filing, copying, and maintaining department records;
- Perform other related work as required.

EDUCATION AND EXPERIENCE

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

- Graduation from high school or GED equivalent;
- Two years of increasingly responsibly related experience, preferably in the customer service, communications or marketing field,
- Bilingual preferred, but not required.

LICENSES OR CERTIFICATION

Possession of a valid Class C California driver's license.

KNOWLEDGE OF:

1. Principles and practices of reservations;
2. Principles and practices of advertising and community promotion;
3. Principles and practices of record keeping and reporting;
4. Microsoft Office programs, including Word, Excel, Outlook, Adobe Photoshop, Adobe Acrobat and other publisher programs;
5. Modern office procedures, methods and equipment, including computer equipment.

ABILITY TO:

1. Effectively meet and help with public;
2. Establish and maintain effective working relationships with staff and the public;
3. Exercise good judgment and prioritize daily functions;
4. Perform detailed and accurate work;
5. Communicate clearly and concisely, both orally and in writing; and
6. Utilize personal computer, 10-key calculator, and other miscellaneous office machines.

TOOLS AND EQUIPMENT USED

Basic office equipment, including office telephone, personal computer, printer, 10-key calculator, facsimile, copier, and postage machine.

PHYSICAL DEMANDS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Requires frequent lifting, pulling, and/or pushing objects that are 20 pounds. Required to work at a computer for prolonged periods of time generating reports and documents. Frequently required to sit, stand, reach, lean, twist, turn, bend and kneel, use hands to finger, handle, grasp, feel or operate objects, sit for prolonged periods of time. Hear and speak to vendors, the general public and City staff on the telephone and in person. Read documents, specifications, reports, contracts, correspondence, memoranda, and other records. Requires vision (which may be corrected) to read small print often found on documents. Operate a multitude of office equipment.

Work Environment

- Generally quiet office environment that can be fast paced and at time stressful; and
- May require minor travel with use of personal vehicle.

GUIDELINES

The duties listed above are intended only as illustrations of the various types of work that may be performed. The list may not include all required duties. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approved by Lemon Grove City Council: June 5, 2012