

CITY OF ELKHART – JOB DESCRIPTION

DEPARTMENT	Parks and Recreation	POSITION	Office Manager
DIVISION	Parks and Recreation	STATUS	Full-time
CATEGORY	Salaried	FLSA	Non-Exempt
REPORTS TO	Superintendent	DATE	February 2024
JOB SUMMARY			
	Oversees all areas of clerical operations and provides direction for guest services. Works as manager for front office, office specialists, and assists in special projects and goals for the department. Manages daily business and customer service for the Parks Department.		
PRINCIPAL DUTIES AND RESPONSIBILITIES			
	<ul style="list-style-type: none"> • Manages, hires, and trains administrative personnel • Provides excellent customer service on the phone and in person answering questions regarding pavilion rentals, facilities, programs, and events. • Administrates the CivicRec software utilized for renting pavilions, signing up for programs and events, and the POS system for facilities. • Responsible for entering bi-weekly payroll for the department • Ensures the office opens by 8:00 a.m. and closes daily at 5:00 p.m. • Works with the administrative staff to complete seasonal hiring • Orders office supplies and maintains office supply inventory • Provides guidance with customer satisfaction issues. • Handles incoming mail, distributes to appropriate personnel. • Oversees tasks and projects to ensure Master Plan Goals, reporting progress to superintendent, and assists to improve office operations and procedures. 		
OTHER DUTIES AND RESPONSIBILITIES			
	<ul style="list-style-type: none"> • Assists Superintendent and Operations Manager with day-to-day operations and long term projects. • Assists office staff with various duties assigned by the Superintendent and Operations Manager • Handles all payables and receivables in the absence of the Accounting Specialist. • Parks Board recording secretary back-up. • Assists with implementing Five Year Master Plan Goals. • Other duties as assigned. 		
EDUCATION AND EXPERIENCE			
	<ul style="list-style-type: none"> • High School diploma required with demonstrated experience. • Bachelor’s degree preferred in organizational management, business, public administration, or comparable. • Minimum 5 years’ experience managing an office or demonstrated clerical experience. • Must have valid driver’s license. 		
KNOWLEDGE, SKILLS, AND ABILITIES			
	<ul style="list-style-type: none"> • Ability to work well with the public and handle multiple tasks simultaneously. • Ability to work in an open office environment and maintain composure during prolonged periods of a busy work environment. • Computer skills and knowledge of all general office machines. • Ability to compose and write well. • Familiar with Microsoft Office Suite. 		

PHYSICAL, MENTAL, AND VISUAL SKILLS	<ul style="list-style-type: none"> • Normal vision with or without correction. • Ability to work with a pleasant disposition and with all types of people. • While performing the duties of this job, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; and talk and hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee must regularly lift and/or move up to 10 pounds and frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.
WORKING CONDITIONS	<ul style="list-style-type: none"> • Work is performed in a 40 hours per week standard office environment. • Comp time must be pre-approved for parks activities outside daily duties
POST OFFER TESTING REQUIRED	<ul style="list-style-type: none"> • The City of Elkhart is a Drug Free Workplace. Therefore, successfully passing a post offer drug screen is required (random drug testing may be conducted after employment). • Background checks producing acceptable BMV and criminal history reports required.
POLICY STATEMENT	<ul style="list-style-type: none"> • The incumbent is required to possess the knowledge, skills, and abilities, and the physical, mental, and visual skills described in this job description to perform the principal duties, responsibilities and essential job functions. • This job description is intended to describe the general nature and level of work being performed by the incumbent. Principal duties and responsibilities are intended to describe those functions that are essential to the performance of this job and other duties and responsibilities include those that are considered incidental or secondary to the overall purpose of this job. • This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employee holding this position will be required to perform any other job-related duties as requested by the Mayor. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

EMPLOYEE SIGNATURE

I have read and understand all of the above. I have reviewed the duties and responsibilities for which I am responsible, as well as the minimum requirements of this position, with my supervisor. I understand that this document does not create an employment contract, and the above declarations are not intended to be an “all-inclusive” list of the duties and responsibilities of the job described. Rather they are intended only to describe the general nature of the job.

EMPLOYEE _____ **DATE** _____

DEPT. HEAD APPROVAL _____ **DATE** _____

HUMAN RESOURCES D.H. _____ **DATE** _____