

EAST BAY REGIONAL PARK DISTRICT

OFFICE ASSISTANT/MEMBERSHIP

GENERAL FUNCTION:

Under general supervision, administers and maintains the membership of the Regional Parks Foundation, which supports the programs offered by the East Bay Regional Park District.

ESSENTIAL FUNCTIONS:

The essential functions include, but are not limited to: processing new and renewal memberships, payments and permits; maintaining and entering data to large membership and Regional in Nature (RIN) databases; compiling data and creating reports; creating mailing lists and handling mail-outs; opening incoming mail; tracking, reconciling and depositing checks/cash from memberships, donations, RIN subscriptions and other items sold; answering phones and providing general information about the District, as well as responding to member and customer inquiries and complaints; assisting with planning, organizing and coordinating member events; acting as liaison between departments, staff and members; contacting members regarding problems with membership dues (duplicate payments, unsigned checks, etc.); and typing correspondence and forms using a word processor.

OTHER FUNCTIONS AND DUTIES:

Other tasks related to this position will include: assisting with special events; designing and creating new methods to attract and keep District members; providing office support such as photocopying, preparing or typing correspondence, etc. Performs related tasks as assigned.

MINIMUM QUALIFICATIONS:

Education: Equivalent to completion of high school.

AND

Experience: Three years of recent responsible clerical or general office experience dealing with the public, especially in a busy environment.

OR

60 semester units of college level classes may be substituted for maximum of one year experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of database maintenance, financial record keeping and office procedures and equipment. Possess skills with WordPerfect 6.1, communication and customer service. Should be organized and detail oriented, including the ability to perform multiple tasks with competing deadlines. Ability to type 50 net words per minute and perform high volume data entry. Ability to prioritize work, perform simple math, make independent decisions and work in a busy environment with frequent interruptions. Ability to establish and maintain positive and cooperative working relationships with those contacted in the course of work at all levels, including a culturally diverse public, with a focus on quality service to internal and external customers.

SPECIAL CONDITIONS OF EMPLOYMENT:

A current and valid California driver's license is a condition of initial and continued employment in this classification.

REPORTS TO: Community Relations Manager

Employment Category: AFSCME, Salary Range Effective 3/27/99 (\$2,854.30-\$3,053.49)

Replaces Administrative Clerk (Membership)

Adopted by the Board: March 21, 2000

T:\HUMANRES\JOB DESCRIPTIONS\OFFICE ASST-MEMBERSHIP.DOC