

EAST BAY REGIONAL PARK DISTRICT
RESERVATIONS SUPPORT TECHNICIAN

GENERAL FUNCTION

Under supervision, provides specialized technical, administrative, and clerical tasks in support of the reservations and registration programs.

ESSENTIAL FUNCTIONS

Performs a variety of technical, administrative, and clerical tasks requiring specialized knowledge of the reservations software and upgrades. The essential functions of this position include, but are not limited to: researches, analyzes, and resolves problems related to specific programs; coordinates with IS Department and consultants on computer system administration for reservations and registrations systems, including recommending purchase of new systems and resolving system problems; manages reservable facility and program registration inventory and system log files; sets up and updates computer system fee tables for changes and additions; manages credit card authorizations system; processes refunds; reviews and proofs Regional In Nature Activities Guide for correct program information; trains staff on software and upgrades; assists the general public with site reservations and program registrations; prepares purchase requisitions for supplies and equipment; arranges for repair of equipment; processes payments; tracks, reconciles, and deposits checks/cash; compiles data for reports; composes and types correspondence, reports, and forms, using a word processor.

OTHER FUNCTIONS AND DUTIES

Other tasks related to this position will include: processes mail, designs and creates new forms, certificates, flyers; updates and maintains filing systems; answers telephone calls; performs related duties as assigned.

MINIMUM QUALIFICATIONS

Education: Associate's Degree with major work in computer science or a closely related field, and

AND

Experience: Three years of recent responsible clerical or general office experience

OR

AN EQUIVALENT COMBINATION OF EDUCATION AND EXPERIENCE

KNOWLEDGE, SKILLS & ABILITIES

Skill in system administration of a variety of computer software programs, specifically knowledge of computer operating systems and financial reporting systems. Knowledge of modern office practices and procedures, including knowledge of basic computers, including data base and word processing. Ability to type 50 net words per minute. Ability to learn the District's computerized systems. Possess math and bookkeeping skills. Ability to attend to detail, be thorough, and follow through. Ability to interpret and apply detailed rules and regulations. Ability to speak and write effectively; understand and carry out oral and written directions with a minimum of explanation; analyze situations accurately and take effective action. 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 general public, with a focus on quality service to internal and external customers. Ability to perform data entry at a computer terminal.

SPECIAL CONDITIONS OF EMPLOYMENT

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

REPORTS TO: Reservations Supervisor