



**TWO
RIVERS**
WISCONSIN

Recruitment Announcement

Recreation Clerk

The Recreation Clerk performs a variety of routine and complex, clerical, secretarial, and administrative work in keeping official records, providing administrative support to the Parks, Recreation, and Cemetery staff, and assisting in the administration of the standard operating policies and procedures of the Parks and Recreation Department. This position will provide a high level of customer service to internal and external audiences.

The ideal candidate will have the ability to multi-task, considerable knowledge of computers, data processing, and modern office practices. Experience with website management, social media, and marketing is a plus. A technical certificate or associates degree is preferred, but not required.

COMPENSATION & BENEFITS

SALARY RANGE: \$19.11 - \$20.27 hourly, dependent on qualifications

BENEFITS: Comprehensive health, vision, and dental insurance. Health insurance opt-out incentive up to \$5,000 annually. Employer contribution of 6.9% into the Wisconsin Retirement System. Paid vacation, 8 paid holidays per year, and 8 hours of sick leave accrued per month with ability to be accumulated up to 960 hours. The City is an equal opportunity employer. Confidentiality cannot be guaranteed.

APPLICATION & SELECTION PROCESS

A full position description and City employment application are available at www.two-rivers.org/jobs. Qualified candidates should submit a cover letter, resume, and completed City employment application to HR@two-rivers.org or by mail to: City of Two Rivers, Attn: Human Resources, PO Box 87, Two Rivers WI 54241. The position will remain open until filled. Contact Human Resources at 920-793-5526 or HR@two-rivers.org with questions.

HOW TO APPLY

Send a **cover letter, resume, and completed employment application** by email to HR@two-rivers.org or by mail to City of Two Rivers, Attn: Human Sources, PO Box 87, Two Rivers, WI 54241

Applications should be submitted by Monday, April 8, 2024 to ensure consideration.



POSITION TITLE: Recreation Clerk

REPORTS TO: Parks and Recreation Office Manager

EMPLOYMENT CLASSIFICATION: Full-Time

LATEST REVISION DATE: March 20, 2024

DEPARTMENT: Parks & Recreation Department

FLSA CATEGORY: Non-Exempt

PAY TYPE: Hourly, Pay Grade 2

GENERAL PURPOSE

The Recreation Clerk position plays a vital role in the operation of the Parks and Recreation Department. This position is housed at the J.E. Community House front desk and will be the primary customer service representative supporting public inquiries to the department and executing front desk processes such as, but not limited to, processing payments, booking rentals, and registering program participants. As a support for Recreation Supervisors, the position will develop the print and digital program guide, create flyers, update websites, promote activities on social media, and generally market programs and activities to the public. The position will be the primary user of our CivicRec registration and booking software to execute recreation program registration and rental of facilities. This position will work alongside the other office staff that provide support for many of the basic front desk processes.

SUPERVISION RECEIVED

Works under the direct supervision of the Parks and Recreation Office Manager, with extensive cooperation and training from the Parks and Recreation Director and Recreation Supervisors, completing tasks for department as required.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES & RESPONSIBILITIES

- **Greet Visitors:** Welcome and assist all visitors, including community members, guests, and participants in programs or events and when visiting the Community House front desk, with a friendly and professional demeanor.
- **Marketing:** Compiles and distributes program information.
- **Website and Social Media Maintenance:** Manages department website, program registration website, department Facebook and Instagram, and enters program information into Explore Two Rivers website.
- **Answer Phones:** Manage incoming phone calls, answer inquiries, and direct calls to the appropriate staff members or departments.
- **Information Dissemination:** Provide accurate information about the department programs, services, events, and facility usage policies to visitors and callers.



- **Registration and Check-In:** Registers customers for recreation programs and facility rentals using specialized software programs. Accepts payments and processes refunds.
- **Financial Transactions and Deposits:** Collect fees for programs, memberships, or facility rentals, issue receipts, and maintain cash registers, financial records, credit card processing, and deposit tracking.
- **Room Rental Scheduling:** Schedule room rentals for community center services, such as meeting rooms, fitness facilities, shelters, and recreation programs.
- **Mail and Email Handling:** Sort and distribute incoming mail and prepare outgoing mail or correspondence as needed. Types and edits a variety of correspondence, reports, and other material requiring judgment as to content, accuracy, and completeness.
- **Security and Access Control:** Monitor visitors from the front desk, and through occasional building walk-throughs, to ensure compliance with community center policies. Direct issues to supervisor, maintenance team, or police as necessary.
- **Administrative Support:** Assist with administrative tasks, such as compiling and distributing reports, data entry, filing, photocopying, research, and maintaining records. Develops and maintains contact lists, spreadsheets and program data using MS Office programs including Excel, Access and Word. Use of Canva and Google email, and calendar.
- **Problem Solving:** Address and resolve visitor complaints or concerns promptly and professionally or escalate them to the appropriate staff members. Independently solves problems and implements solutions daily as they affect daily operations. Work is performed independently.
- **Safety and Emergency Response:** Be familiar with safety and emergency procedures, including fire evacuation plans, and assist in emergency situations as necessary.
- **Maintain Cleanliness:** Ensure the front desk area is kept clean, organized, and stocked with necessary supplies, such as brochures, forms, and informational materials. Monitor community center rental spaces and gym for cleanliness, clean up as time allows, and direct issues to maintenance staff as needed.

MINIMUM DESIRED QUALIFICATIONS:

- Graduation from a high school or GED equivalent with 1-2 years of vocational or educational course work to include computer training that would include, but not limited to, work in general office practices such as keyboarding, word processing, database development, filing, accounting, and bookkeeping.
- Any combination of education and experience, which demonstrates the knowledge, and experience to perform the work.
- Web site maintenance and knowledge of web related software.
- Ability to do basic graphic design, develop flyers, and experience with Canva.
- Experience with social media and marketing.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS:

- Considerable knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; knowledge of accounting principles and practices. Demonstrated skills in word processing, spreadsheet software, calendar software, and ability to learn special applications related to Parks & Recreation.
- Ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.
- Requires ability to multi-task at various levels of intensity. Effective time management to meet deadlines on short notice required.
- Ability to work independently and to complete daily activities according to work schedule.

- Ability to understand and communicate written and oral instructions.
- Ability to establish effective working relationships with employees, supervisors, and the public.
- Ability to meet high customer service standards and demands.
- Ability to problem solve and troubleshoot problems independently.

TOOLS AND EQUIPMENT USED

Programmable telephone, personal computer, laser printer, copy machine, calculator, cash register and credit card machine. Computer software includes MS-Windows, MS-Word, MS-Excel, Access, MS-PowerPoint, CivicRec registration software, CIMS Cemetery Software, Facebook, Instagram, Constant Contact, CANVA, Google email, Google Calendar, and desktop publishing software.

PHYSICAL DEMANDS

The physical demands described here 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 functions. While performing the duties of this job, the employee is frequently required to walk, sit, and talk or hear. The employee is required to use hands and fingers to handle, feel or operate objects, tools, or controls, and reach with hands and arms. The employee is occasionally required to balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions in an office environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is minimal.

SELECTION GUIDELINES

Formal application, rating or education and experience; oral interview and reference check; job related tests may be required. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of 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.



**TWO
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APPLICATION FOR EMPLOYMENT CITY OF TWO RIVERS

www.two-rivers.org

Thank you for applying for employment with the City of Two Rivers.

Complete the entire application, including signature and date, to ensure consideration. A resume may be attached but is not a replacement for the information requested in the application. The City of Two Rivers does not retain applications for future position vacancies. If at any time after this point you wish to be considered for employment with the City, please complete an application at that time. The City of Two Rivers is an Equal Opportunity employer and does not discriminate based on race, color, religion, national origin, creed, age, marital status, sex, sexual orientation, disability, or any other characteristic protected by State or Federal law. Completed applications should be submitted to **City of Two Rivers, Human Resources, P.O. Box 87, Two Rivers, WI 54241**, dropped off in person at **City of Two Rivers City Hall, 1717 E Park Street, Two Rivers, WI 54241** or electronically to HR@two-rivers.org.

Incomplete or illegible applications will not be considered.

POSITION INFORMATION			
Position you are applying for:		Date:	
<input type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Seasonal Hours <input type="checkbox"/> Limited Term/Temporary			

APPLICANT INFORMATION							
Last Name		First		M.I.			
Street Address				Apartment/Unit #			
City				State		ZIP	
Phone			E-mail Address				
Date Available		Desired Salary		Comments			
Are you a citizen of the United States?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If no, are you authorized to work in the U.S.?	YES <input type="checkbox"/>	NO <input type="checkbox"/>		
Have you ever worked for the City of Two Rivers?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If yes, when?				
Are you related to anyone that is employed by the City of Two Rivers?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If yes, please state name and relationship (include in-laws):				
Have you ever been convicted of a felony?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If yes, explain:				
Have you ever been convicted of a misdemeanor crime of domestic violence?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If yes, explain:				
Are you prohibited by state or federal law from possessing a firearm?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If yes, explain:				
Do you possess a valid Wisconsin driver's license?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Driver's License Number:				
Do you possess a valid Wisconsin Commercial Driver's License?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Certifications:				
Have you ever been convicted of driving under the influence of alcohol or controlled substances?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If yes, explain:				

EDUCATION

High School		Address	
Did you graduate?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If no, have you passed a high school Equivalency or GED test? YES <input type="checkbox"/> NO <input type="checkbox"/>
College		Address	
From	To	Did you graduate?	YES <input type="checkbox"/> NO <input type="checkbox"/> Degree
College		Address	
From	To	Did you graduate?	YES <input type="checkbox"/> NO <input type="checkbox"/> Degree
Other		Address	
From	To	Did you graduate?	YES <input type="checkbox"/> NO <input type="checkbox"/> Degree

SPECIAL SKILLS OR QUALIFICATIONS

Describe any special skills applicable to this position:

Describe any additional training and experience applicable to this position:

REFERENCES

Please list three professional references.

Full Name	Title
Organization	Phone
Relationship	
Full Name	Title
Organization	Phone
Relationship	
Full Name	Title
Organization	Phone
Relationship	

PREVIOUS EMPLOYMENT (PLEASE LIST MOST RECENT FIRST)

Employer				Phone		
Address				Supervisor		
Job Title				Starting Salary	\$	Ending Salary
Responsibilities					\$	
From		To		Reason for Leaving		
May we contact your previous supervisor for a reference?				YES <input type="checkbox"/>	NO <input type="checkbox"/>	

Employer				Phone		
Address				Supervisor		
Job Title				Starting Salary	\$	Ending Salary
Responsibilities					\$	
From		To		Reason for Leaving		
May we contact your previous supervisor for a reference?				YES <input type="checkbox"/>	NO <input type="checkbox"/>	

Employer				Phone		
Address				Supervisor		
Job Title				Starting Salary	\$	Ending Salary
Responsibilities					\$	
From		To		Reason for Leaving		
May we contact your previous supervisor for a reference?				YES <input type="checkbox"/>	NO <input type="checkbox"/>	

Employer				Phone		
Address				Supervisor		
Job Title				Starting Salary	\$	Ending Salary
Responsibilities					\$	
From		To		Reason for Leaving		
May we contact your previous supervisor for a reference?				YES <input type="checkbox"/>	NO <input type="checkbox"/>	

CERTIFICATION

I certify the answers given by me to the foregoing questions and any statements made by me are complete and true to the best of knowledge and belief. I understand that any false information, omissions, or misrepresentations of facts regarding information called for in this application may result in rejection of my application, or discharge at any time during my employment. I also agree that, if City policy requires, I am willing to submit to drug testing to detect the use of illegal drugs prior to and during employment. I understand that if I am hired, my employment shall be "at-will" and that either the City or I can choose to terminate the employment relationship for any reason, or no reason at all, with or without notice.

AUTHORIZATION

I understand that background, drug, or medical testing may be conducted on me as part of the process to determine my fitness for employment, and hereby agree to submit to such testing. I authorize all persons, schools, companies, medical practitioners, current and/or former employers, and law enforcement authorities to release any information concerning my background or test results, and hereby release any said persons, schools, companies, medical practitioners, current and/or former employers, and law enforcement authorities from any liability for the damage whatsoever for issuing this information.

Signature:**Date:****OPTIONAL: CONFIDENTIALITY**

Under Wisconsin State Statutes, the names of applicants must be revealed unless a request for confidentiality is received from the applicant. If you wish to keep your name confidential to the extent allowed by the Wisconsin Statutes, you need to sign the request below. Please understand that should you become a finalist for employment and a request is made, Wisconsin Statutes require us to release your name.

I request that my employment application and all related references and documents remain confidential to the extent allowed by Wisconsin Statutes since they would tend to reveal my identity.

Signature of Applicant: _____ Date: _____