



## City of Irving Job Description

### Athletics & Rentals Coordinator

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|---------------------|------------|--------------------------------|------------------------------|
| <b>FLSA Status:</b> | Non-Exempt | <b>Job Department:</b>         | Parks & Recreation           |
| <b>Job Code:</b>    | 30532      | <b>Reports To (Job Title):</b> | Business Services Supervisor |

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#### PURPOSE

This position is responsible for coordinating athletics events and department rentals, and working closely with management to develop and execute processes, planning and standard operating procedures for athletics and rentals management. The Athletics Coordinator programs and administers the CLASS program for athletics and rentals management, as well as the ActiveNet system for online program registration at multiple locations. This position also issues Purchase Orders, DDRs and Invoices; greets customers, answers telephones and resolves customer complaints; as well as other administrative duties.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Provide front office team leadership; generates athletic field, rental building, pavilion and aquatic reservations; greet visitors, answers phones, and provides customer service.
- Program and administer the Class Rentals system; responsible for department-wide rentals management; including athletics programming and non-profit annual rentals, as well as residential bookings and complaint resolution.
- Coordinate complex athletic and trail events, including managing multiple logistics such as site selection, insurance and registration requirements, special requests, scheduling and payments.
- Program and administers the ActiveNet online program registration system, monitoring accuracy and compliance at multiple locations.
- Write, type, or enter information into computer to draft and prepare policies and procedures, documents, correspondence, invoices, statements, receipts, checks, timesheets and other documents.
- Use discretion while providing administrative support in the handling of confidential matters and while contacting municipal officials.
- Schedule and prepare results for the City's Employee IWIN Fitness program.
- Administer the Shopping Cart Registration process and coordinates the cart retrieval process.
- Serve as department liaison for council agenda items and MinuteTrac entries.
- Facilitate the seasonal employee hiring process and serves as backup for the payroll process.
- Record and transcribe meeting minutes for one or more monthly board/committee meetings.
- Run errands and perform related duties as assigned.

#### OTHER DUTIES AND RESPONSIBILITIES

- Serve as backup for the procurement card reconciliation process.
- Assist the Business Services Supervisor in developing of policies & standard operating procedures.
- Coordinate departmental dedication/grand opening events as needed.

## **SUPERVISORY RESPONSIBILITIES**

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 2 employees.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

Develop invoices and monitor payments for athletic and trail events and from athletic associations. Manages rental deposits and reimbursements.

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- An Associate's degree from an accredited college or university, or equivalent work experience.

### **EXPERIENCE**

- At least three (3) years.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- None

### **KNOWLEDGE OF**

- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly, the Microsoft Office suite, Banner, and Minutetrac.
- Industry Software: Computer aptitude sufficient to use CLASS and ActiveNet software.
- City rules, regulations, policies and procedures, including purchasing procedures & codes.
- Accounting and Budget: Principles and practices including general ledger, accounts payable, and accounts receivable, as well as a basic understanding of budgeting.
- Office Systems: Modern administrative / clerical procedures and systems such as word-processing, filing and records management, form design principles, and other office procedures.

## **SKILLS AND ABILITIES IN**

- Accuracy: Paying attention to detail in dealing with numbers, words, documents, and ideas.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Basic Math: Adding, subtracting, multiplying, and/or dividing quickly.
- Service Orientation: Actively looking for ways to help people.
- System Ability: Multi-tasking by working with multiple software packages simultaneously.
- Self-Management: Working independently and with discretion and minimal supervision.
- Judgment & Decision-Making: Weighing the relative costs and benefits of a potential action, which includes performing responsible and difficult work involving the use of personal initiative.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Discretion: Analyzing situations and adopting effective course of action; overseeing confidential data and information.
- Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring.

## **GUIDANCE RECEIVED**

### **Direction and Varied Methods**

Typically receives general direction about assignments and work results to be attained. Requires judgment to determine which methods apply and what data/information should be considered.

Position must think through how issues can be addressed within existing policies and procedures and may assist others with more complex work methods and problems.

## **CONTACTS**

Frequent contact with the public and athletic associations; vendors, board members, multiple other departments, supervisors, managers and directors. Interactions often require obtaining the cooperation of others; courtesy and tact are required when dealing with difficult or sensitive issues.

## **EQUIPMENT AND PROPERTY**

Personal computer, copier, fax, scanner, projector, camera, audio visual

## **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.\*

The duties of this position require constant listening and seeing; frequent sitting, standing, talking, walking and reaching; the ability to lift and carry up to 20 pounds; and, occasionally, the need to drive.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The work environment is fast-paced and high volume, with multiple activities taking place in the work area, multi-lingual assistance taking place, important deadlines, and frequently changing priorities.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.