

**POSITION TITLE:** ACCOUNT CLERK  
**DEPARTMENT(S):** PARKS AND RECREATION DEPARTMENT

**CITY OF  
BOWLING GREEN**

### REPORTING RELATIONSHIPS:

Facilities Coordinator \_\_\_\_\_

**DIRECT REPORTS BY TITLE:** \_\_\_\_\_ None \_\_\_\_\_

**DIRECT:** \_\_\_\_\_ 0 \_\_\_\_\_ **INDIRECT:** \_\_\_\_\_ 0 \_\_\_\_\_

### POSITION FUNCTION

This position is responsible for processing paperwork for the purchase of materials/supplies, documenting of receivables, accounts reconciliation, processing of payroll and customer service functions for the department.

### JOB RESPONSIBILITIES

Inputs and maintains registration and reservation records, program planning forms, household information, processes pass sales and renewals, gift certificates and renewal notifications, handles locker and facility rental details, point of sale transactions, formats and types letters, reports and charts and other clerical duties as needed to support the parks and recreation department.

Prepares and generates reports, rosters, and daily receipts; prepares and delivers daily bank deposits and transaction reports.

Prepares receipts for daily receivables and runs receivables reports. Prepares bank deposits and reconciles RecTrac to Finance reports.

Assists the general public with questions, forms, reservations, rentals, social media and telephone inquiries, pass sales and daily admissions to park facilities and serves at the front line customer service entity for the parks and recreation department.

Greets patrons at the BG Training and Community Center, provides center tours to prospective patrons and answers inquiries about passes, opens and closes the center, acts as liaison with other agency partners, coordinates the master calendar and is responsible for basic operations of the facility to meet customer needs. Notifies supervisor in a timely fashion of issues with the building or operations that may hinder patron enjoyment of the facility.

Assists the Aquatic/Fitness manager with training aquatic staff on pass sales, point of sale and daily admission procedures, software, reports and pass processing during the operation of the BG City Pool and Waterpark

Utilizes the ability granted to them by the Director in accordance with Board policy to waive fees, grant refunds and process sponsored and partner programming and solve customer issues in a timely fashion; alerts supervisors to need for follow-up on those issues that cannot be resolved by Administrative Assistants.

Enters, prints and distributes purchase orders; processes expenses/accounts payable and receivable; creates/manages patron ACH accounts; prepares payroll for the department in the absence of the department secretary

Provides support to other parks and recreation staff as needed

Performs other related duties as assigned

### PHYSICAL REQUIREMENTS

Job requires incumbent to sit, talk/hear and use hands to finger, handle or feel. Must be able to focus clearly at 20 inches or less.

<b>REQUIRED SKILL SETS</b>	
<p><b><i>Occupational/Technical Skills</i></b></p> <p>Ability to use spreadsheet, database, word processing and selected job-specific software</p> <p>Must have Ohio Driver's License and ability to drive.</p> <p>Maintain current CPR/AED and First Aid Certification</p> <p><b><i>Administrative Skills</i></b></p> <p>Ability to analyze and resolve situations and problems</p> <p>Ability to organize work, set priorities and meet critical deadlines with a minimum of direction</p> <p>Ability to use techniques of effective time management</p> <p>Ability to handle multiple priorities and projects</p> <p>Ability to process paperwork effectively</p> <p>Ability to keep clear and accurate records and reports</p> <p>Ability to use a computer terminal to accurately and rapidly enter and retrieve data and information</p> <p>Knowledge of filing methods and records management techniques</p> <p>Knowledge of modern office equipment</p> <p><b><i>Cognitive Skills</i></b></p> <p>Ability to deal with a variety of concrete variables in situations where only limited standardization exists</p> <p>Ability to interpret a variety of technical information with abstract and/or concrete variables</p> <p>Ability to identify problems, recognizing symptoms, causes and alternative solutions</p> <p>Ability to make timely, sound decisions</p> <p>Ability to interpret a variety of instructions in written, oral, diagram or schedule form</p> <p>Ability to perform standard business arithmetic, including percentages and decimals</p>	<p>Ability to draw accurate conclusions from financial and numerical material</p> <p>Ability to research, compile and summarize a variety of informational and statistical data and materials</p> <p>Ability to develop original, unusual, successful approaches</p> <p>Ability to create and readily draw on a large pool of diverse sources of information</p> <p>Ability to process or generate information without either overlooking important items or getting enmeshed in technicalities</p> <p><b><i>Communications Skills</i></b></p> <p>Ability to let people know of decisions, changes, and other relevant information in a timely fashion</p> <p>Ability to speak effectively one-to-one</p> <p>Ability to demonstrate attention to and convey understanding of the comments or questions of others</p> <p>Ability to use appropriate style, format, and tone in informal and formal business communications</p> <p>Knowledge of correct English usage, including spelling, grammar, punctuation and vocabulary</p> <p>Ability to prepare clear and concise reports, correspondence and other written materials</p> <p><b><i>Interpersonal Skills</i></b></p> <p>Ability to use tact and discretion</p> <p>Ability to develop and maintain smooth, cooperative working relationships with peers, subordinates, and superiors</p> <p>Ability to deal courteously and diplomatically with the general public</p> <p>Ability to maintain issue confidentiality</p> <p>Ability to arrive at constructive solutions while maintaining positive working relationships</p>

<b>DESCRIPTION OF WORKING CONDITIONS</b>
Work is performed at a customer service front desk and in an office setting

<b>EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS</b>
Two year college certificate or equivalent preferred; three to five years relevant experience; or any combination of education, training and work experience which provides the required skill sets to perform the essential functions of the job.

The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This Position Description is intended to identify and illustrate the kinds of duties that may be assigned to its incumbents. It should not be interpreted as describing all of the duties that may ever be required of such an employee, or be used to limit the nature and extent of assignments such individuals may be given.