



MAC Recreation District

1195 SE Kemper Way, Madras, OR 97741

541.475.4253 • www.macrecdistrict.com

PROGRAM AIDE III **Job Description**

Reports to: Programs Supervisor or Programs Director

Pay Rate/Status: Starting wage \$15.00/hour (FLSA non-exempt, part-time/seasonal)

General statement of duties: Multi-functional position depending on need. Under immediate supervision, monitors and may assist with activities in all recreation programs. Helps to ensure the safety of patrons; learns, explains, and enforces rules and safety regulations and performs related work as required. In addition, trained to provide customer service specialist duties at the reception desk, including providing patron services in person and over the phone. From being a resource to the public on district information to helping people register for programs, this position is typically the first point of contact for people calling or visiting our facilities. Light custodial work is an expectation of this position.

Distinguishing features of the class: An employee in this classification is responsible for monitoring and assisting with recreation activities, which could include site coordination or instruction, as well as patron services in person and over the phone. Work is performed under the supervision of a manager who reviews work primarily on the basis of direct observation and feedback from patrons.

Essential Duties and Job Responsibilities: Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

EXAMPLES OF ESSENTIAL DUTIES & RESPONSIBILITIES:

- Helps implement and monitors district policies and procedures; cautions patrons regarding unsafe activities.
- Ensures the safety of patrons utilizing the slide by communicating rules and ensuring patrons follow safety protocols.
- Assists program supervisors and directors with program needs, which may include set up/tear down of programmatic activities and events, phone calls, talking with vendors and/or patrons about program activities, etc.
- Provides high quality customer service in a safe and timely manner.
- Helps to maintain facilities in a safe and clean condition.

- Participates in required training sessions, including safety drills and other emergency procedures.
- Assists with district special events as needed.
- May provide instruction for varying ages in multiple program areas.
- Provides for the health and safety of participants, including ensuring that all teaching and practice areas are free of hazards and that materials and equipment are safe.
- Responds to accident or emergency situations in accordance with accident/incident protocols and/or emergency action plans per supervisor direction.
- Attends mandatory meetings and trainings as scheduled.
- Responds to a variety of patron's questions with regard to programs, rentals, etc. including assisting patrons with program registration, facility rentals, and other needs as required.
- Professionally responds to suggestions and concerns from patrons regarding programs, activities, policies and practices.
- Provides excellent internal and external customer service. Creates a positive experience for coworkers and patrons through professional and courteous behavior and effective problem solving/resolution.
- Communicates effectively and works cooperatively with all district staff.
- Problem-solves with participants regarding program activities/rentals/events.
- Sets up and takes down chairs, tables, and appropriate equipment in accordance with specified schedules; provides other necessary support as needed.
- Provides programmatic support by making appointments, notifying participants of program/class cancelations/changes and maintaining records and files for programs.
- Opens and closes facilities including securing rooms, turning off lights and other equipment, and locking/arming the facility.
- Modern office practices, methods, and computer equipment and applications.
- Performs other duties as assigned

DESIRABLE QUALIFICATIONS:

Knowledge: A general understanding of life safety protocols and procedures coupled with excellent customer service for patrons. Essential knowledge of swim techniques; principles of water safety, swim lesson pedagogy, and balance. Knowledge and skill to manage differing levels of ability and engagement. Principles of group dynamics and group interaction and emergency procedures and accident site management. Basic knowledge of program registration and facility rentals, possess the skills to provide excellent customer service with the public, works independently and as part of a team; basic knowledge of mathematics; ability to use registration software; facility operations and maintenance procedures.

Skills: Requires well-developed language skills to communicate policies and procedures to patrons. Instruct and demonstrate swim skills safely and effectively to individuals and groups of varied ages and abilities; ability to perform and instruct all exercises of

assigned specialization. Maintain neat and clean appearance. Follow and give instructions in a courteous and professional manner. Interpret, explain, follow and apply district policies, keep accurate records and establish and maintain effective working relationships with supervisor, other staff members, program participants and the general public.

Abilities: Communicate directions/instructions both verbally and by demonstration; observe and correct improper techniques; modify instruction for individual needs. Ability to provide good customer service in challenging situations. Ability to administer First Aid and CPR and follow emergency procedures. Identify and prevent hazards and maintain safe environment. Effectively manages program registrations and facility rentals; handles and counts money for change back to patrons; observes and monitors facility operations; accepts direction and demonstrates continual learning and improvement; works effectively with frequent interruptions.

Experience and Training: Must be 16 years of age or older with a valid driver's license. American Red Cross First Aid/CPR/AED certification required or must be obtained within 6 months of hire. High school graduation or equivalency, American Red Cross Lifeguard certification and/or one year of customer service preferred. Any satisfactory combination of experience and training that demonstrates the knowledge, skills, ability, maturity and professional judgment to perform the above-described duties.

Certifications: American Red Cross First Aid/CPR/AED certification required. American Red Cross lifeguard certification preferred.

KEY ATTRIBUTES

1. **SELF MANAGEMENT:** The ability to prioritize and complete tasks in order to deliver desired outcomes within allotted time frames.

- Independently pursues business objectives in an organized and efficient manner.
- Prioritizes activities as necessary to meet job responsibilities.
- Maintains required level of activity toward achieving goals without direct supervision.
- Minimizes workflow disruptions and time wasters to complete high-quality work within a specified time frame.

2. **DIPLOMACY AND TACT:** The ability to treat others fairly, regardless of personal biases or beliefs.

- Maintains positive relationships with others through treating them fairly.
- Demonstrates respect for others.
- Understands and values differences between people.
- Respects diversity in race, national origin, religion, gender, lifestyle, age, and disability.

3. **INTERPERSONAL SKILLS:** The ability to interact with others in a positive manner.

- Initiates and develops business relationships in positive ways.
- Successfully works with a wide range of people at varying levels of organizations.
- Communicates with others in ways that are clear and concise.

- Demonstrates ease in relating with a diverse range of people of varying backgrounds, ages, experience, and education levels.

4. **TEAMWORK:** The ability to cooperate with others to meet objectives.

- Discards personal agenda to cooperate with other team members in meeting objectives.
- Contributes positively and productively to team projects.
- Builds and sustains a trust relationship with each member of the team.
- Supports other team members and team decisions.

5. **RESULTS ORIENTATION:** The ability to identify actions necessary to complete tasks and obtain results.

- Maintains focus on goals.
- Follow through on all commitments to achieve results.

6. **PROBLEM SOLVING:** The ability to identify key components of a problem to formulate a solution or solutions.

- Selects the best options available to solve specific problems.
- Applies all relevant resources to implement suitable solutions.

Physical Demands of Position: While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach, and manipulate objects. The position requires mobility including the ability to move materials weighing less than 30 pounds on a regular basis such as files, books, office equipment, etc. Manual dexterity and coordination are required over 75% of the work period while operating equipment such as computers, keyboards, telephones, calculators, and standard office equipment. Duties in a pool environment with wet and slippery conditions; may be exposed to chlorine, acids, and other chemicals at aquatics facilities, as well as blood and body fluids. Employees will interact with individuals in interpreting and enforcing rules, policies, and procedures. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to the disability and the ability of the hiring department to accommodate the limitation.

Necessary Special Requirements: None.

ADDITIONAL INFORMATION:

Hours/Shift: Work schedule is varied and requires flexibility, including early mornings, evenings, weekends, on-call status, and holidays.

Equal Opportunity Employer