



MAC Recreation District

1195 SE Kemper Way, Madras, OR 97741

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PROGRAM AIDE I **Job Description**

Reports to: Programs Supervisor or Programs Director
(depending on program assignment)

Pay Rate/Status: Starting wage \$13/hour (FLSA non-exempt, seasonal)

General statement of duties: Under immediate supervision, monitors and assists with recreation activities, which includes aquatics, youth and adult sports, enrichment, and camp programs. Helps to ensure the safety of patrons; learns, explains, and enforces rules and safety regulations and performs related work as required.

Distinguishing features of the class: An employee in this classification is responsible for monitoring and assisting in recreation activities. Work is performed under the supervision of the supervisor who reviews work primarily on the basis of direct observation and feedback from patrons. Supervision is not a responsibility of position in this classification.

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 monitor 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 pool and restroom areas 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.
- Principles and practices for providing high level of customer service.
- 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.

Skills: Requires well-developed language skills to communicate policies and procedures to patrons.

Abilities: Exercise strong initiative; demonstrate problem solving skills; communicate effectively in both verbal and written form; establish and maintain positive, respectful and cooperative relationships with patrons and fellow employees.

Experience and Training: Must be 14 years of age or older. Customer service experience, and experience working on a team preferred.

Certifications: None required.

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