



Job Posting

Job Title: Administrative Specialist

Department: Parks and Recreation

Reports to: Recreation Manager

Location: 4480 Orion Road, Rochester, MI 48306

Employment Type: Part-time

Compensation: \$15.14-\$24.07/hour. Includes retirement benefits, paid time off.

Position Summary

The Parks & Recreation Administrative Specialist performs a diverse range of administrative, customer service, communications, and program support functions. The position provides information and assistance to the public; administers program registration and evaluation systems; coordinates departmental communications and promotional materials; processes permits, cash receipts, mail, and records; supports Parks and Recreation Commission meetings; and assists with programs, events, and general departmental operations.

The position requires strong organizational skills, attention to detail, sound judgment, professionalism, and the ability to manage multiple priorities while providing a high level of customer service.

Essential Duties

Customer Service and Public Assistance

- Provide first-line customer service at the Parks and Recreation Office public counter and by telephone and email; greet, receive, screen, and assist visitors, residents, customers, and colleagues with professionalism, courtesy, and hospitality.
- Provide general information regarding parks, programs, events, facilities, permits, services, and department activities; respond to routine inquiries and refer questions or unresolved matters to the appropriate staff member.
- Monitor and track recurring resident inquiries, requests, and feedback and communicate trends, concerns, or unresolved issues to appropriate staff.
- Exercise tact, diplomacy, and discretion when providing information, responding to concerns, and directing callers and visitors.

Communications, Marketing, and Outreach

- Develop and distribute communications to Township residents and park neighbors regarding programs, events, park projects, closures, and other department activities through email campaigns, mailings, newsletters, digital

media, and other communication channels as directed by the Division Manager or Parks and Recreation Director.

- Design, format, and prepare departmental marketing and promotional materials, including seasonal newsletters, flyers, posters, banners, signage, and digital media, using Adobe Creative Cloud or similar design software.
- Maintain consistent department branding, formatting, and quality standards across promotional and public-facing materials.
- Coordinate the production and distribution of departmental physical and digital newsletters, including content coordination, layout, distribution, and reporting in collaboration with division managers.
- Maintain and organize the department's digital media library, including photographs, graphics, and other media used for website, social media, marketing, and outreach purposes.
- Assist with maintaining current and accurate department information on the website, social media platforms, and other digital communication channels.
- Assist with coordinating communications related to department programs, events, projects, closures, and other operational activities.

Program Registration and Evaluation

- Administer the RecDesk online program registration system, including entering and maintaining program schedules, locations, descriptions, fees, and required waivers.
- Assist customers with online program registration and respond to registration-related questions and issues.
- Process and communicate program refunds in accordance with established department policies and procedures.
- Coordinate with the RecDesk representative to resolve system issues, address customer concerns, and identify opportunities to improve use and functionality of the system.
- Develop, distribute, and compile program evaluations using SurveyMonkey or similar software.
- Prepare reports and summarize evaluation results to support program assessment, decision-making, and continuous improvement.

Permits, Records, and Administrative Support

- Issue and maintain records for park facility rental permits, firewood collection permits, controlled antlerless archery deer hunt permits, film/photo shoot permits, equipment loans, and other applicable department permits.
- Maintain shared Microsoft Outlook calendars for staff availability, meetings, programs, events, and other departmental activities.

- Process incoming and outgoing departmental mail and deliveries, including sorting, copying, distribution, addressing, and applying postage using the Township's postage meter.
- Maintain and reconcile daily cash receipts in accordance with established Township procedures.
- Maintain accurate and organized departmental records, files, forms, and other administrative materials.
- Provide administrative support for Parks and Recreation Commission meetings, including meeting room setup and preparation for Commission meetings and department staff meetings as needed.
- Ensure final Parks and Recreation Commission minutes are signed, filed, and available for public inspection in a timely manner.
- Assist managers with the coordination and facilitation of programs, events, meetings, and general departmental operations.
- Identify opportunities to improve departmental processes, customer service, administrative efficiency, and resource utilization and provide recommendations to appropriate management.

Events, Safety, and General Responsibilities

- Assist with the planning, coordination, preparation, and execution of department programs, events, and activities as assigned.
- Attend and support designated department special events in their entirety, including events held during evenings and weekends, and perform assigned duties to support successful event operations.
- Participate in required annual safety training and comply with all applicable Township and department policies, procedures, and safety requirements.
- Maintain a professional and positive working relationship with department staff, other Township employees, residents, vendors, program participants, and community partners.
- Perform other duties as assigned.

QUALIFICATIONS

- High school diploma or equivalent.
- Minimum of one year of experience in office administration, customer service, recreation administration, communications, or a related field.
- Experience in communications, marketing, graphic design, recreation administration, or a related field is preferred.
- Experience working in or with municipal government is preferred.

- Experience with recreation management, program registration, email marketing, or similar systems is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to communicate professionally and effectively, both verbally and in writing, with employees, residents, customers, visitors, and the general public.
- Ability to exercise tact, diplomacy, discretion, and sound judgment when providing information or responding to questions and concerns.
- Strong organizational skills and attention to detail.
- Ability to manage multiple priorities, projects, and deadlines while maintaining accuracy and quality.
- Proficiency with Microsoft Office and Google Workspace and the ability to learn and effectively use specialized software and online platforms.
- Experience with Mailchimp, RecDesk, website content management systems, SurveyMonkey, or similar software is preferred.
- Strong computer and technology skills, including the ability to utilize various software applications and digital platforms related to recreation, facility management, communications, marketing, and program registration.
- Basic graphic design and photo-editing skills; proficiency with Adobe Creative Cloud or similar design software is preferred.
- Ability to maintain accurate records and handle sensitive or confidential information appropriately.
- Ability to work independently while also collaborating effectively with department staff and other Township personnel.
- Ability to establish and maintain effective working relationships with residents, program participants, vendors, community partners, and the general public.
- Ability and willingness to work a flexible schedule, including occasional evenings, weekends, and special events.

SPECIAL REQUIREMENTS, LICENSES, AND CERTIFICATIONS

- Valid Michigan driver's license with a satisfactory driving record.
- Must successfully complete applicable background checks.
- First Aid and CPR certification, or ability to obtain certification within six months of employment.

PHYSICAL REQUIREMENTS

This position primarily involves work in an office environment but frequently requires work in the field, at parks, facilities, programs, and special events. While performing the duties of this position, the employee is regularly required to:

- Remain in a stationary position for extended periods; operate a computer and other standard office equipment; and communicate effectively with staff and the public.
- Stand and/or walk for extended periods during events, programs, meetings, or program preparation.
- Move throughout the office and other facilities to access files, supplies, equipment, and meeting areas.
- Occasionally bend, reach, kneel, or use a step stool to retrieve or store materials.
- Lift, carry, and move items weighing up to 30 pounds.
- Drive to other Township locations, parks, facilities, training sessions, meetings, and events as required.
- Traverse uneven terrain, trails, outdoor areas, and other rugged environments, including during inclement weather.
- Work outdoors for extended periods as necessary to support programs, events, and department operations.

To Apply: Please submit resume and cover letter to jschoenherr@oaklandtwpmi.gov with "**Administrative Specialist**" in the subject line.

The Charter Township of Oakland is an Equal Opportunity Employer.