

REQUEST TO CREATE & FILL VACANCY

Position Vacancy Part-time Membership Assistant
Department Brookings County Outdoor Adventure Center
Vacancy Result of: Termination of previous employee

Please respond to each of the following or provide the requested item. Attach additional sheets if necessary.

- 1. Job Description
- 2. Departmental Organizational Chart
- 3. Severance Payout Calculations for Terminating Employee (if applicable) NA

Vacation	\$	_____
Sick Leave	\$	_____
Employee Retirement Recognition	\$	_____
Other	\$	_____
Total	\$	_____

- 4. Explain the effects of leaving the vacancy until severance is accumulated.

NA

- 5. Explain the effects of not filling the position or discussion of alternatives.

With four part time student employees; evening and weekend hours are a challenge to be covered. With time off requested and additional hours for programming, we are lacking coverage on weekends and for certain events. There are certain weeks I have worked 60+ hours to cover all of the needed hours.

- 6. Provide description of departmental discussions about the position.

There is a thought that we could hire two separate individuals.

1 - Who whose knowledge is tailored towards archery and firearms programming to aid me with late evening programming Monday through Thursday nights. We are losing our GFP intern Paige. There is a possibility to get an intern next summer, however fall/winter is our busiest times with archery cubs and firearm leagues. This employee would average 10-12 hours a week.

2 - A second employee would then be able to be used as a membership assistant at the front desk. Hours ranging from 12-15 hours a week depending on the hourly needs.

- 7. Estimated length of time to fill the position after approval.

1-2 weeks

- 8. Any additional comments?

I would like to see 2 part time positions – one that is a focus on programming and one that is membership based. The skill set customer service and data entry. If this is possible we can tailor one position to meeting the evening hour programming needs and open to the weekend hour front desk needs.

Department Manager

Date

Request for creating & filling of vacancy: Approved Denied

Chair, Brookings County Commission

Date

POSITION TITLE: Part time membership Assistant – *(up to 19 hours per week)*
DEPARTMENT: Brookings County Outdoor Adventure Center
REPORTS TO: Director, Brookings County Outdoor Adventure Center
FLSA STATUS: Non-Exempt
WAGE GRADE: 3

DESCRIPTION OF WORK

The Membership Assistant is responsible for delivering excellent service to all members, guests and Brookings County Outdoor Adventure Center (BCOAC) program participants.

Examples of Duties: (Any one position may not include all of the duties listed, nor do the listed examples include all duties which may be found in positions of this grade.)

- Greets and assists all members, potential members, program participants and staff in a courteous, professional and friendly manner.
- Takes and records membership, rental and program payments from members and guests. Takes and records membership applications. Inputs data into membership system.
- Assists in planning and executing archery/firearm classes, camps, outreach events, and special events
- Provides membership and program information and requirements in an accurate and courteous manner.
- Keep the facility website and calendar updated with range events.
- Handles and resolves membership concerns and informs Director of unusual situations or unresolved issues.
- Applies all BCOAC policies dealing with member and guest services.
- Responsible for light custodial work, including, but not limited to, sweeping and dusting.
- Performs other duties as deemed necessary by hiring authority.

QUALIFICATION FOR APPOINTMENT

Required Knowledge, Skills, and Abilities

- Candidates with a coaching background or experience in the archery industry are preferred.
- Excellent interpersonal and problem solving skills.
- Experience in working with children, adults, and special needs persons in a public environment.
- Good organizational and multitasking skills.
- Ability to work all scheduled hours including evenings and weekends.

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

- While performing the duties of this job, the employee is frequently required to communicate with co-workers, supervisory staff, public, etc.
- The employee is regularly required to sit and use hands to finger, handle, or feel.
- The employee is regularly required to stand; walk; reach with hands and arms; climb or balance; stoop, kneel, and crouch, or crawl.
- The employee must regularly lift and/or move up to 20 pounds.

Education

- High School Diploma or GED Certificate required.
- Previous customer service or related experience preferred.
- Recreation / School sports background preferred

Any equivalent combination of education and experience as is acceptable to the hiring authority.

Commission Chairperson

Date