



Community Services Department
Town of Clarkdale
P.O. Box 308, Clarkdale, Az. 86324
Town Hall (928) 639-2400 * fax (928) 639-2409

Job Description

COMMUNITY SERVICES TECHNICIAN

DESCRIPTION: Under general direction of the Town Manager and direct supervision of the Community Services Supervisor, this position performs administrative tasks in support of the Community Services Department. This department oversees the Town's Parks and Recreation operations, Verde River @ Clarkdale operations, Volunteer Program, facility rentals, special events, current website maintenance, creation/distribution of the Town's monthly newsletter, and participation in the maintenance of the Town's social media outreach. This department also provides liaison support to the Community Services Commission, Clark Memorial Library, and the Clarkdale Historical Society & Museum. This position understands public trust and models the highest standards of personal and professional integrity expected of those working in public service. At times, this is a front desk position providing customer service and assistance to incoming visitors and phone callers.

CLASSIFICATION: Positions in this class are characterized by a thorough knowledge of office administrative duties and functions, highly responsible clerical tasks and computer usage. An employee successful in this position enjoys working with the public and handling unexpected challenges, performs duties with minimal supervision and at times considerable independence. Job functions require the ability to think independently, use discretion and good judgment, apply strong communication and customer service skills, and to follow and carry out written and verbal direction. Schedules may change depending on the needs of the organization. Abnormal working hours may be required from time to time. This is a FLSA non-exempt, full time position with benefit package.

ESSENTIAL FUNCTIONS AND DUTIES:

Essential functions and duties may be modified at any time at management's discretion. Typical duties may include, but are not limited to the following:

- Participates in the implementation of goals, objectives, priorities, policies and procedures of the Town of Clarkdale and the Community Services Department;
- Assists with the organization and operations of the Community Services Department;
- Interacts with the public, elected officials, coworkers, business professionals and media on a regular basis;
- Provides information to the public on Town services, programs, events and operations;
- Assists as directed with:
 - maintenance of the Town website in its current format, and department-related website maintenance responsibilities when its new format is implemented;
 - creation, publication and distribution of the Town news flyer;
 - coordination of facility rentals and special events;
 - coordination of the Town's volunteer program;
 - Verde River @ Clarkdale operations;
 - duties necessary as the Town's liaison for the Community Services Commission, Clark Memorial Library, the Clarkdale Historical Society & Museum, and special committees as needed;
 - planning, set-up and operations of traditional Town sponsored events including, but

not limited to: Summer Concert Series, 4th of July, Halloween and Winter Holiday/Santa activities, any which may include weekends and evening work hours;

- Composes, copies and/or distributes, agendas, informational packets, reports and correspondence;
- Receives and participates in responding to and resolving citizen inquiries and complaints;
- Records actions at meetings and prepares minutes, maintains and distributes these records as needed;
- Researches, compiles and assembles background information and materials and data for special projects, reports and record keeping;
- Initiates, maintains and/or documents a variety of files, records, processes and procedures;
- Schedules meetings, appointments and bookings as needed or assigned, providing notifications of such;
- Attends conferences, conventions and other educational and professional meetings as needed or required;
- Performs other duties and responsibilities as required.

MINIMUM QUALIFICATIONS

Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills and abilities necessary for satisfactory job performance will be considered. A preferred applicant will have prior experience in the job requirement areas with a proven record of increasing levels of office administrative abilities and responsibilities.

Special Requirements, Licenses, and Certificates

- Must complete online training and testing with National Incident Management System (NIMS) through the Federal Emergency Management Agency (FEMA) within six (6) months of hire and maintain current/ongoing certification as needed.
- Must possess a valid drivers' license (with the ability to transfer an out-of-state license to Arizona immediately) and maintain an excellent driving record.

Knowledge, Skills and Abilities

- Knowledge of modern office practices, procedures and equipment;
- Knowledge of general and accepted accounting practices;
- Skilled in the use of modern office practices, procedures and Microsoft Office Suite software or relevant technical tools and software;
- Ability to use multiple technologies as daily working tools;
- Ability to maintain a courteous, helpful and professional image in dealing with public, elected officials and coworkers;
- Ability to prepare and maintain accurate documents, records and reports;
- Ability to effectively communicate whether orally or in writing;
- Ability to maintain a courteous, helpful and professional image with individuals from various socioeconomic, ethnic and culturally diverse backgrounds;
- Ability to create and effectively monitor budgets;
- Ability to establish and foster effective working relationships;
- Ability to comprehend analyze and act on written materials and written/verbal communications and direction;
- Ability to be available on call or after hours as needed;
- Ability to set goals, organize and prioritize, and to work independently, at times under time constraints and deadlines;
- Ability to exercise initiative, apply sound judgment and produce reasonable recommendations;

- Ability to be flexible in the face of change.

PHYSICAL REQUIREMENTS

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. This classification involves work that requires:

- Vision sufficient to read technical, legal and regulatory documents, periodicals, computer screens, computer print outs, business correspondence, audio visual materials, and other documents encountered in the course of work;
- Hearing sufficient to hear conversational levels in person and over the phone or radio;
- Speech sufficient to make oneself heard and understood in person, in front of groups, in meetings, and over the telephone;
- Mobility sufficient to safely work in office settings and similar environments;
- Dexterity sufficient to safely operate office equipment including computers;
- Strength sufficient to lift, carry and move ten (10) lbs.;
- Endurance sufficient to sit, walk and stand for extended periods, and maintain efficiency throughout the entire work shift and during extended work hours.

WORKING CONDITIONS

- Work is regularly performed in both an inside environment and outside weather conditions.
- Work may require travel in order to manage projects or attend meetings or training events.
- Work schedules may fall outside of regularly scheduled workdays and work hours.
- The work environment can be near moving mechanical parts and/or in the presence of vibration;
- The noise level can be varied and potentially loud when equipment is operating.
- While performing the duties of this job, the employee is frequently required to sit and talk or hear; use hands to finger, handle, feel or operate objects, tools, or controls; reach with hands and arms.
- Work may require walking over uneven terrain.
- The Town of Clarkdale is a drug-free and smoke-free work environment.

SUCCESSFUL COMPLETION AND CLEARING OF A POST OFFER, PRE-EMPLOYMENT SCREENING PROCESS (AT THE TOWN'S EXPENSE) IS MANDATORY, CONSISTING OF DRUG TESTING AND BACKGROUND CHECK.

THE TOWN OF CLARKDALE IS AN EQUAL OPPORTUNITY EMPLOYER (EOE).

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the Town and requirements of the job change.