

Position Description

Job Title:	RSI – Concessions Clerk	Revision Date:	4/20/22
Department:	Philadelphia Parks & Recreation	Hiring Manager:	Marc Wilken
Hourly Rate:	\$20.00/hour	Application deadline:	
Position Type	Temporary/Seasonal Employment; Six (6) to Nine (9) Months in Duration		

Overview of City of Philadelphia

With a workforce of over 30,000 people, and opportunities in more than 1,000 different job categories, the City of Philadelphia is the fifth largest city in the United States and one of the largest employers in Southeastern Pennsylvania. As an employer, the City of Philadelphia operates through the guiding principles of service, integrity, respect, accountability, collaboration, diversity and inclusion. Through these principles, we strive to effectively deliver services, to resolve the challenges facing our city, and to make Philadelphia a place where all of our residents have the opportunity to reach their potential.

Agency Description

Philadelphia Parks & Recreation (PPR) advances the prosperity of the city and the progress of her people through intentional and sustained stewardship of over 10,200 acres of public land and waterways as well as through hundreds of safe, stimulating recreation, environmental, and cultural centers. PPR promotes the well-being and growth of the City's residents by connecting them to the natural world around them, to each other, and to fun, physical, and social opportunities. PPR is responsible for the upkeep of historically significant Philadelphia events and specialty venues, and works collaboratively with communities and organizations in leading capital projects and the introduction of inventive programming. To learn more about Philadelphia Parks & Recreation, visit us at www.phila.gov/parksandrec, and follow @philaparkandrec on Facebook, Twitter, Instagram, or Tumblr.

Position Summary

The Property & Concessions Management unit works to develop and manage business relationships with nonprofit and for-profit organizations for the benefit of Parks & Recreation users and the community at large. The Recreation Specialty Instructor (RSI) will serve as the Property & Concessions Clerk with responsibility for liaising with all property and concession tenants, troubleshooting issues, ensuring lease and concession agreement compliance, and various administrative duties.

Qualifications (Education and Experience)

- High School Diploma or Equivalent
- 2 years' administrative/clerical experience in an office setting
- Customer service and social media content experience preferred

Responsibilities

- Receive and distribute mail
- Schedule meetings with clients and staff as requested
- Respond to internal and external inquiries and issues
- Prepare various types of written correspondence
- Maintain and track central property and concession paper files
- Maintain public access digital files
- Create and maintain client email distribution lists
- Maintain client data bases – contact information; tickler dates for required information
- Contact clients for insurance certificates, financial reports and payments
- Prepare agendas for weekly unit briefings.
- Coordinate the use of shared automobiles – sign out, keys, service, etc.
- Distribute monthly Special Events Office report to clients

Competencies, Knowledge, Skills and Abilities

- Excellent customer service skills
- Knowledge of Microsoft Office products including Word and Excel
- Basic office equipment (including a photocopy machine, facsimile machine, etc.)
- Good self-review and can follow written and verbal instructions
- Work independently as well as part of a team
- Typing skills with a high degree of accuracy
- Ability to provide excellent customer service via phone and email
- Attention to detailed documentation and organization
- Ability to perform basic office administrative functions

Additional Information

- Successful candidates must be a city of Philadelphia resident as a condition of employment.
- Interested candidates must submit a resume and cover letter to W.Matthew.Lepchuk@phila.gov
- The City of Philadelphia is an Equal Opportunity employer and does not permit discrimination based on race, ethnicity, color, sex, sexual orientation, gender identity, religion, national origin, ancestry, age, disability, marital status, source of income, familial status, genetic information or domestic or sexual violence victim status. If you believe you were discriminated against, call the Philadelphia Commission on Human Relations at 215-686-4670 or send an email to faqpchr@phila.gov. For more information, go to: Human Relations Website: <http://www.phila.gov/humanrelations/Pages/default.aspx>