

Position Description

Job Title:	RSI – Data Analysis Coordinator	Revision Date:	3/27/26
Department:	Philadelphia Parks & Recreation	Hiring Manager:	Susan Buck
Hourly Rate:	\$18/hour	Application deadline:	5/29/26
Position Type	Temporary/Seasonal Employment; 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 Recreation Specialty Instructor will serve as a Data Analysis Coordinator responsible for responding to customer requests at our facilities and parkland Citywide. Customer service requests are generated through the City’s 311 Customer Service Management System. The ideal candidate will have experience in data collection and the ability produce reports based on information received. Prior experience in statistical input work, customer service, facilities, dispatch, and/or and/or familiarity with the Philadelphia Parks and Rec System and 311 System are a plus.

Position works in the Operational Standards Division and is full-time day shift.

Responsibilities



- Learn and use the customer relations management system of 311 (Salesforce) and Performo work order software
- Enter and retrieve data; relay requests, maintain records and track internal issue completion
- Establish and maintain effective working relationships with PPR staff, partners, & the public
- Learn PPR staff hierarchy and communicate efficiently with all levels at regular meetings
- Communicate with 311 Central staff as needed
- Present data and suggestions effectively, both orally and in writing
- Prepare coherent reports for the development and improvement of work request systems

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

Qualifications (Education and Experience)

- High School Diploma or Equivalent; Associate's Degree preferred
- Minimum of 1 year of related experience in an office setting
- Two years of customer service experience and/or data entry experience preferred
- Proficiency in various computer applications, including but not limited to Microsoft Office Suite (Excel)

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 Leah.Fenimore@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>