

## JOB DESCRIPTION



<b>Department</b>	Administration
<b>Location</b>	Pleasant Prairie RecPlex, 9900 Terwall Terrace, Pleasant Prairie WI 53158
<b>Job Title</b>	Business Services Representative
<b>Classification</b>	Hourly/Non-exempt
<b>Pay Range</b>	\$12.00/hr. - \$17.00/hr. PT1217

### Job Summary

The Business Services Representative is a part-time position in the Business Services Department and reports to the Business Services Coordinator. The primary purpose of the Business Services Representative is to provide administrative support to overall RecPlex operations. The primary responsibility is to coordinate and/or assist with purchasing, member database management, record keeping, program and administrative support to Member Services and the overall RecPlex operations. Hours will primarily be Monday through Friday; 5:00am – 10:00am; some evening, weekend, and holiday hours may be required.

### Job Duties

- Provides administrative support to the Business Services and Member Services departments including staffing coverage for the ice arena desk and midplex desk.
- Maintains administrative records and creates reports including purchasing, usage, and program evaluation reports.
- Reconciles daily financial batches and processes large amounts of money with no shortages or overages.
- Responsible for transportation of internal and external mail to/from RecPlex and Village Hall and daily reconciled deposits to the bank.
- Responds to calls, questions, concerns, and feedback regarding the facility.
- Effectively communicates with and establishes positive working relationships with Village officials, employees, local media, businesses, and the general public.
- Supervises and ensures proper care and accounting for all equipment and materials throughout the RecPlex.
- Maintains familiarity with the RecPlex recreation programming, activities, and software.
- Develop timelines for projects and assist with keeping them on schedule.
- Participates in scheduled in-service trainings and staff meetings.
- Contributes to a positive work culture, promotes teamwork, and provides excellent service to the community.
- Adheres to all Village and Department rules, regulations, policies, standard operating procedures, and guidelines.
- Performs other duties and special assignments as directed within the scope of the Business Services Department.

### Physical Requirements

- Frequent public interaction requires the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- Frequent operation of a computer, phone, copier, and other office equipment.
- Work is primarily performed in an indoor recreation facility but will occasionally require exposure to indoor or outdoor environments with warm or cold temperatures, heavy humidity, slippery surfaces, and water and pool chemicals during Village events.
- Occasional movement about the Village of Pleasant Prairie boundary, indoor and outdoor recreational spaces, and various office spaces.

### Requirements - educational, certifications and experience

- Experience in recreation facility, professional office, or financial institution and/or knowledge of recreational software preferred.
- Proficiency with Microsoft Office applications (Word, Excel, Outlook).
- Excellent writing, data handling, attention to detail, and analytical skills required.
- Capable of multi-tasking and in managing multiple competing priorities.
- Strong oral communication and interpersonal skills for working with a diverse population including other employees, public officials, and the general public.
- Must have a valid driver's license.
- CPR/AED and First Aid Certification or willingness to obtain within three (3) months of hire.
- A combination or training and experience that provides the required knowledge, skills and abilities, will be considered.

I have read and understand the job duties and physical requirements of this position.

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Signature

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Date

Rev. 12/2023

Village of Pleasant Prairie is an Equal Opportunity Employer.