



PROGRAM ASSISTANT

DEFINITION

Under immediate supervision, performs duties in support of the City's recreation activities, venue rentals, special events, field prep and maintenance, and communications/outreach; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from assigned supervisory or management personnel. Exercises no direct supervision.

CLASS CHARACTERISTICS

This is a temporary, part-time, at-will classification that assists City recreation activities, venue rentals, special events, field prep and maintenance, and communications/outreach. Majority of the positions are assigned to the Parks and Recreation Department, but the classification can be used City-wide depending on the need. Temporary employees typically work less than twenty-eight (28) hours per week, not to exceed 990 hours in a fiscal year (July 1st through June 30th). The expected duration of the employment is six (6) months or fewer, dependent on the needs of the City. Temporary employees are not eligible for benefits, excluding those benefits prescribed by law.

ESSENTIAL DUTIES

Duties may include, but are not limited to the following:

- Provides exceptional customer service.
- May perform light clerical duties such as answering phones, organizing and maintaining various files, and processing and preparing written correspondence for assigned venue rentals or events.
- Performs related duties as assigned.

When assigned to Venue Rentals:

- Performs light janitorial duties (e.g., empty trash, clean restrooms, and restock supplies) before, during, and after events.
- Sets up audio visual equipment at venue site.
- Checks clients in and out of City venues.
- Takes prospective renters on tours of facilities and answers questions about pricing and equipment at each rental location.
- Ensures client needs are met.

When assigned to Special Events:

- Checks in clients for field rentals and provides on-site coordination for tournaments and large field/park rentals.
- Monitors City sport fields and facilities.
- Posts signs and handles rental permits.
- Performs setup and takedown tasks at events (e.g., setup and break down tables, easy ups, chairs, and info booth, put out trash cans, paint vendor spaces, etc.)
- Performs crowd control functions.

When assigned to Field Prep and Maintenance:

- Performs routine manual maintenance of fields and park areas, such as field marking, striping, and grooming.
- Performs field preparation tasks so fields are ready for games, practices, and tournaments.
- Empties and cleans waste receptacles; cleans and maintains supplies in restrooms.

When assigned to Communications and Outreach:

- Drafts social media and website posts.
- Researches local events and trends to post content relevant to followers.
- Takes photos and video footage to create slideshows and videos.
- Attends City events and helps facilitate their production.
- Monitors local publications for mentions of the City and compiles articles for review and distribution.
- Summarizes City Council meetings and drafts articles about specific Council actions.

QUALIFICATIONS

Knowledge of:

- Techniques for providing a high level of customer service to members of the public and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Basic principles and methods relating to social media platforms (e.g., Facebook, Twitter, Instagram) as well as internal and government-to citizen communication.

Ability to:

- Take a proactive approach to customer service issues in a professional manner.
- Perform field maintenance duties
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Understand and carry out oral and written instructions.
- Work cooperatively and courteously around the public.
- Work independently in the absence of supervision.

- Perform field maintenance duties, including proper use of equipment, watering, dragging, field marking, and general cleaning of facility areas.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and good judgment within general policy, procedural, and legal guidelines.

Education and Experience

Six (6) months of volunteer or work experience in the area assigned is highly desirable.

Licenses and Certifications

- Some positions may require the ability to obtain and maintain, a valid California Class C Driver License and a satisfactory driving record. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.
- Must be at least 16 years of age (under 18 years old must have valid workers permit).

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium physical work; the ability to operate a motor vehicle to visit various City sites and attend off-site meetings; vision to read printed material and view a computer screen; hearing and speech to communicate in person and over the telephone; frequent repetitive motion; frequent writing and typing; frequent grasping, holding and reaching; frequent operation of office equipment and recreation related tools such as, but not limited to, baseball equipment, field preparation equipment, and hand tools; possess the ability to bend, stoop, kneel, reach, and climb to perform work, occasional walking, standing, bending, stooping, squatting, kneeling, crawling and twisting while performing field work; and possess the ability to lift, carry, push, and pull materials and objects weighing up to 30-50 pounds depending on area of assignment (anything in excess would require the use of proper equipment and assistance from other staff). Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Work is typically performed in an office environment and/or outside in various types of weather. Incumbents may be exposed to noise, moisture, dust, vibrations, heat, and cold. Work may take place and require travel in a vehicle to and from off-site indoor and outdoor locations throughout the City. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Employees must be at least 18 years of age to be assigned to venue rentals.

Emergency Service Workers: All City of Rocklin employees are designated as Emergency Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department and/or City.

This class specification should not be construed to imply that these requirements are the exclusive standards of each position as not all duties are necessarily performed by each incumbent.

Adopted	December 2023
Revised	N/A
FLSA	Non-Exempt