

Job Title: Office Assistant – Sports Complex
Department: Parks & Recreation / Athletics
Reports To: Director of Sports Complex
Location: Sports Complex Administrative Office

Job Summary

The Assistant to the Director of the Sports Complex provides administrative and operational support to ensure the efficient daily operation of the facility. This position assists with scheduling, financial tracking, purchasing, customer service, and coordination of programs, leagues, and events. The role requires strong organizational skills, attention to detail, and the ability to manage multiple responsibilities in a fast-paced recreation environment.

Essential Duties and Responsibilities

Administrative Support

- Provide direct administrative support to the Director of the Sports Complex.
- Manage and maintain the facility calendar, including field reservations, practices, games, tournaments, and events.
- Coordinate scheduling for facility usage and communicate updates to staff, leagues, and organizations.
- Answer incoming phone calls and respond to emails in a professional and timely manner.
- Assist with preparing reports, documents, and general correspondence.

Financial & Purchasing Responsibilities

- Process and track deposits related to facility rentals, leagues, and tournaments.
- Assist with preparing and submitting purchase orders (POs).
- Track invoices and assist with financial documentation as directed.
- Order supplies, equipment, and concession products as needed.
- Maintain inventory of operational and concession items.

Point of Sale & Transactions

- Manage and oversee the Square POS system used for concessions, admissions, and facility transactions.
- Process payments and reconcile transactions when required.
- Assist with troubleshooting POS issues and maintaining accurate sales records.

Operations & Scheduling

- Assist with the development and distribution of game schedules, tournament schedules, and field usage schedules.
- Coordinate with leagues, teams, and staff to ensure schedules are accurate and communicated clearly.
- Assist with event preparation and operational logistics for tournaments and programs.

Customer Service

- Serve as a point of contact for coaches, teams, vendors, and visitors.
- Provide information about facility rentals, leagues, and programs.
- Assist in resolving general questions or directing concerns to the appropriate staff.

General Office Duties

- Maintain organized filing systems and digital records.

- Monitor office supplies and place orders as needed.
 - Support facility staff and operations as directed by the Director.
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Minimum Qualifications

- High school diploma or equivalent required
 - Previous experience in administrative support, office management, or recreation operations preferred.
 - Experience with scheduling systems, POS systems, or financial tracking is a plus.
 - Strong organizational and multitasking skills.
 - Proficiency with Microsoft Office, email systems, and basic computer software.
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Preferred Skills

- Experience with Square POS or similar point-of-sale systems.
 - Knowledge of sports league or recreation facility operations.
 - Strong communication and customer service skills.
 - Ability to manage multiple priorities in a fast-paced environment.
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Physical Requirements

- Ability to sit or stand for extended periods.
 - Ability to occasionally lift up to 25 pounds.
 - Occasional walking around the complex to assist with operations.
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Work Environment

This position is primarily office-based within a sports complex environment. Some evening or weekend hours may be required during busy seasons, tournaments, or special events.