

Recreation Administrator

Municipality of Brockton

Task List



Summary: The Recreation Administrator position provides support to the Community Services Department by providing efficient administrative, financial and organizational support.

Location: Brockton

Class: Part-time, 10 – 35 hours per week

Department: Recreation

Reports To: Director of Community Services

Remote Work: Not eligible for remote work

Last Updated: January 2026

Supervises: N/A

Tasks:

Administration

1. Performs general administrative duties related to Community Services/Recreation including but not limited to general data entry, records keeping, compiles statistical data, composes letters, emails, memos and forms.
2. Provides support to recreation program registration, summer camp registration and tourism.
3. Greets visitors and assists with responding to public inquiries regarding the Community Services Department.
4. Supports consistent front desk coverage, specifically while other office staff are absent.
5. Assist in developing layouts and production of advertisements, brochures, seasonal guides, promotions and posters for recreation programs, events and departmental projects.
6. Performs outreach, when necessary, to maintain community interest, support promotions and ultimately maintain relationships with community partners and organizations.
7. Develop and support community volunteers through relationship-building and early-stage planning of procedures and operational tasks, with guidance from the Recreation Supervisor.
8. Supports the department's Sponsorship Programs.
9. Assists with the Community Services/Recreation department webpages and social media updates as assigned.
10. Assists with processing payment and revenue collection for program registration, admissions, facility bookings, and all other recreation service revenue using Recreation Management Software (Perfect Mind) and Keystone.
11. Responsibly handle money through supporting departmental deposits, as well as processing refunds and creating invoices when applicable.
12. Assists with set-up and operation of community events and recreational programs as required.
13. Supports scheduling of the LED Score Clock.
14. Additional office and administrative support as required.
15. Registers participants for programming utilizing Recreation Software
16. Responds to routine correspondence and inquiries independently as they relate to recreation programs and facilities.
17. Performs reception duties for the Recreation department, greets visitors, receives and transfers phone calls as required.
18. Responds to customer inquiries and requests in a timely manner.
19. Obtains confidential or personal information for members of the public.
20. Resolves customer concerns of complaints, refers to appropriate staff member as required.

Other

21. Complies with Municipality of Brockton policies and procedures.
22. Performs other tasks as assigned by management.

Education/Experience/Skills

1. Education or experience in a related field including Marketing, Communications, Public Administration, Marketing, Tourism, Sports Management, etc. is considered an asset
2. Excellent Communication (written, oral and interpersonal) skills.
3. Strong interpersonal communication skills (teamwork, positive attitude, professionalism, tact and good judgement skills)
4. Demonstrated strong organizational skills and the capacity to multi-task in a fast-paced environment, responding with flexibility to changing priorities.
5. Demonstrated knowledge of Microsoft Windows and Office Suite (outlook, word, excel, power point) communications and presentation software including demonstrated knowledge of website maintenance.
6. Point of Sale and cash handling experience.
7. Ability to handle confidential information.

Physical/Mental Effort and Working Conditions

1. Work is typically performed in a standard office environment.
2. Work will involve lifting (paper bundles, heavy file boxes).
3. Moderate intensity required in processing and interpreting of information while ensuring accuracy of work. Multi-tasking required as demands change (i.e. phone calls and booking requests).
4. There are constant interruptions, deadlines and changes of priorities.
5. Certain problems to be addressed require the ability to research to solve.
6. Required to interact with professionalism and effectively with internal and external stakeholders.
7. Regularly required to prioritize variable workload.
8. Potential for errors may involve monetary loss, waste of time and materials, minor embarrassment to the organization, errors found when work is checked in subsequent steps, tasks can be repetitive.