



## **JOB OPENING**

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### **Parks & Recreation Administrative Specialist**

**Salary Range:** \$20.00- \$29.00 per hour

*Full-Time, Non-Exempt position*

**Closing Date:** Open until filled

**Reports to:** Parks and Recreation Director

**Summary:** The Parks & Recreation Administrative Specialist performs advanced administrative, clerical, and technical support for the Parks & Recreation Department to ensure efficient day-to-day operations. This position serves as a central administrative resource for park facilities, reservations, scheduling, public communications, and departmental coordination, requiring independent judgment within established policies and procedures

#### **Essential Duties:**

##### **Customer Service & Public Service**

- Provides exemplary customer service to all individuals by demonstrating a willingness to be attentive, understanding, responsive, fair, courteous, and respectful, and to actively participate in maintaining a positive customer service environment.
- Answers all questions from the public, resolves any problems, complaints, or concerns from visitors or users.
- Communicates effectively with all segments of the community, including private and public organizations, and other federal, state, and local agencies.
- Receives citizen inquiries and complaints and provides routine information to the public.

##### **Parks, Facilities & Reservation Administration**

- Maintains, monitors, and coordinates the Parks & Recreation Department's scheduling and reservation systems, including but not limited to park usage, athletic fields, community centers, pavilions, special events, and facility operations.
- Facilitates process for indoor facility and pavilion rentals.
- Assists community organizations on use and scheduling of parks, indoor facilities and pavilions.
- Uses and monitors registration/reservation system and provides information and assistance to the public in using the system.

##### **Administrative Coordination & Communication**

- Screens telephone calls and processes mail for the Department
- Serves as a primary administrative point of contact for internal and external coordination related to parks operations, facility use, and departmental activities.
- Schedules and coordinates meeting, appointments, and or functions for director and department staff.
- Oversees the department's quality assurance program documents to ensure proper management, compliance, and accurate tracking of all related receivables, along with the scheduling and coordination of submittals.

##### **Citizen Engagement & Request Tracking**

- Monitors, coordinates, and prepares responses for the Town's citizen engagement computer application for customer requests and complaints.

##### **Financial & Records Support**

- Submits incident reports including but not limited to injuries, trespassing, equipment inventory, and loss or other significant event.
- Prepares requisitions, reviews invoices, and maintains records.
- Utilizes Town's financial software applications to process requisitions and invoices as needed.



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### Event & Operational Support

- May be required to open and prepare public facilities for use by the public, including special events, facility and field rentals, when needed
- Updates Town website departmental pages as needed
- Assists in emergency response operations as needed, follows all FEMA training and American Red Cross protocols.
- May be assigned to work on projects to assist other departments, as needed.
- Provides backup telephone coverage for the Town.
- Other operational and administrative duties as assigned.

### Minimum Requirements:

- High School Diploma or its equivalency; Associate degree preferred.
- 2 years of professional experience that provides the desired knowledge and abilities
- Must have exemplary organizational and interpersonal skills and maintain a professional demeanor
- Must be able to maintain records and prepare reports
- Ability to establish and maintain effective working relationships with coworkers, other Town departments, vendors and the general public
- Must be able to comprehend written and verbal instructions
- Ability to fluently speak, read and write English
- Bilingual (English/Spanish) a plus
- Must have computer skills and knowledge of Microsoft Office
- Must be able to complete and pass a comprehensive background check in accordance with the Town of Miami Lakes Administrative Order #07-01

*The Town of Miami Lakes is an Equal Opportunity Employer and Drug Free Workplace.*

*Applicants must complete all requirements established by the Town of Miami Lakes for employment. This may include, but is not limited to, a written examination, a comprehensive background investigation and a job-related medical examination including a drug/alcohol screening test*

**To apply: Please forward a resume and letter of interest to the Town of Miami Lakes via email: [Jobs@miamilakes-fl.gov](mailto:Jobs@miamilakes-fl.gov) Individuals with disabilities requiring accommodations must contact the Human Resources Department by calling (305) 364-6100.**

Approved: 01/20/26