



JOB OPENING

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 Individuals with disabilities requiring accommodations must contact the Human Resources Department by calling (305) 364-6100.

Approved: 01/20/26