

<b>Job Title</b>	Operations and Community Services Coordinator	<b>Prepared By</b>	Mike Kremnitzer
<b>Department</b>	Operations	<b>Prepared Date</b>	7/31/2025
<b>Reports To</b>	Director of Operations	<b>Approved By</b>	Board of Trustees
<b>FLSA Status</b>	Non-exempt	<b>Approved Date</b>	8/6/2025
<b>Telework Eligible</b>	Yes	<b>Supervises</b>	None
<b>Work Schedule</b>	Full-time		

#### Job Summary

The Operations and Community Services Coordinator serves as the central administrative support for the Operations Department, including Public Works, Parks Maintenance, and Facilities. This role acts as a primary point of contact for residents and community stakeholders, ensuring efficient coordination of public services, rentals, permits, and community programs. The position requires strong organizational, customer service, and communication skills to effectively manage a diverse range of responsibilities and support daily departmental functions.

#### Essential Functions

1. Serve as the first point of contact for resident inquiries related to operations, including parks, cemeteries, community gardens, right-of-way matter, and seasonal offerings.
2. Coordinate and manage scheduling for:
  - a. Pool, cemetery, field, and shelter rentals
  - b. Community gardens
  - c. Room rentals and meetings
  - d. Access controls to Township facilities
  - e. Staff memberships and internal rentals
  - f. Community Events
3. Administer community programs including:
  - a. Wreaths Across America
  - b. Veterans Memorial Bricks Program
  - c. Event Permits and Scheduling
4. Provide administrative and clerical support across all operations functions, ensuring smooth day-to-day execution of services.
5. Draft and maintain internal documentation including resolutions, policies, guidelines, and forms.
6. Conduct research and compile data for use in reports, spreadsheets, and departmental planning.
7. Generate invoices, purchase orders, and conduct cost comparisons, support risk management and compliance efforts.
8. Maintain departmental databases and digital records, including scanning, electronic filing, and archiving.
9. Deliver excellent customer service via phone, email, and in-person interactions with residents and vendors.
10. Review and proofread internal and public-facing documents for accuracy and clarity.
11. Provide backup support to the front desk during staff absences.
12. Assist with special projects and other tasks as assigned.

#### Education, Experience and KSA's

1. High School diploma or equivalent required.
2. Four (4) or more years of administrative experience in Parks, Recreation or Public Works preferred.
3. Basic knowledge of general pool operations.
4. Basic knowledge of local government practices.
5. Basic knowledge of required licenses/memberships for the department (pesticide, CDL, OTA, APWA, OPRA).

6. Skilled in applicable software data programs (RecDesk recreation software, work orders, cemetery, etc.).
7. Intermediate skill in Microsoft Office.
8. Advanced ability to communicate well orally and in writing to a diverse population.
9. Advanced ability to prioritize and organize projects and assignments.
10. Advanced ability to analyze information, evaluate options and solve problems.

#### **Physical, Mental and Environmental Requirements**

1. Typical office environment.
2. Constantly required to stand or sit for prolonged periods.
3. Occasionally required to walk or move about.
4. Constantly communicates internally and externally with others to exchange routine, factual information.
5. Constantly uses repetitive motions that may include the wrists, hands and/or fingers.
6. Occasionally required to lift and/or move up to 20 pounds.
7. Must be able to concentrate for extended periods of time paying close attention to detail.
8. This position works under moderate direction and independence with limited discretion on procedures and techniques.
9. Provides indirect supervision for establishing procedures.
10. Must satisfactorily complete a criminal background check, drug screening and motor vehicle record check.

#### **ACKNOWLEDGMENT OF RECEIPT OF JOB DESCRIPTION**

This job description is intended to convey information essential to understand the scope of the job and the general nature and level of work performed. However, this is not a complete list of qualities, skills, efforts, duties, responsibilities or environmental conditions associated with this position.

This job description can be changed at any time by the Board of Township Trustees of Orange Township, with or without notice. This job description is not an employment contract, express or implied. Each employee, unless under a Collective Bargaining Agreement or similar contract approved by the Board of Trustees, is an at-will employee and either the employee or Orange Township can terminate the employment relationship at any time (for any reason or no reason). No representative of Orange Township has the authority to enter into an agreement with an employee that is contrary to the foregoing. I acknowledge that I have received and reviewed this job description and have been provided the opportunity to discuss the scope of this position and requirements.

Employee:

Date: