



Director Approval - Original Approval Date: 6/30/2019
Update Approval Date: 6/30/2022
Signature: _____

PARKS & RECREATION

Date: 06/30/2019 **Updated:** 06/30/2022 **Date To Be Reviewed:** Three Years – 06/30/2025

Title of Document: 3.2.1 LOPR_Support Services

Lake Oswego Parks & Recreation (LOPR) identifies administrative support based on four categories:

1. Administrative Support Functions provided to LOPR by the City of Lake Oswego
2. LOPR Assigned Customer Care Support to provide front-line customer care (a combination of full-time and on-call personnel who may also have duties related to 3.)
3. LOPR Administrative Personnel to support planning/project management, recreation programs and parks services (a combination of full-time, seasonal, and on-call personnel)
4. Enabling All Personnel through the acquisition and use of technology to be as self-sufficient as possible by providing access to systems, information, data, reports and training.

1. Administrative Support Functions provided to LOPR by other City of Lake Oswego Departments (LOPR is an internal client of these departments)

- Finance (AP/AR/Payroll, accepts and manages deposits, manages Tyler accounting system, provides budget reports)
- City Attorney's Office (Contract and Other Legal Support)
- City Recorder (Archival system and processes)
- Human Resources (Background checks, limiting the volume of applicants to the ones who are to be interviewed by the department being serviced.) Initial City orientation, processing department requests and maintaining paperwork (hiring, processing pay increases, performance evaluations, terminations), labor negotiations and contract management, job description and compensation support, and other employee functions; provides support for policy and procedure definition, creation and application when requested, employee wellness and safety.
- Information Technology (includes Large Copy and Print support and all printer paper purchases), incoming mail sorting and distribution, outgoing mail processing, and remote location delivery and pickup), offers and coordinates application/software training.
 - Application, desktop, shared drive, telephone, network and websites support
 - User and data security, remote access (VPN), Wi-Fi in parks and remote locations
- Motor Pool (vehicle maintenance, fuel management and supply)



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2. LOPR Assigned Customer Care Support

Support Position	Duties
Registrar/Admin II Support/On Call ACC (5) ITC (1) Managed by Administrative Assistants (2)	Front-desk in-person, telephone and online customer support, registration, room reservation input and class management, daily close (cash and credit management and reconciliation), petty cash disbursement, supply ordering, customer communications (email & Active); also supports recreation contract administration and department operations as needed.

3. LOPR Administrative Personnel

Support Position	Duties
Administrative Assistants to the Director and Adult Community Center (ACC) Manager (2)	Support Director, ACC Manager, Parks Board, 50+ Board PP&P content management, Active Network system primary administrators, oversee front desk personnel
Admin Support – Parks Division (1)	Oversees all functions related to park and field rentals, usage and reporting
Communications and Sponsorship Coordinator (1)	Department liaison to City communications team, and directs all aspects of internal and external communications, website and digital media, marketing and community relations plans and sponsorships.
Graphic Specialist (1)	Supports LOPR graphic design, photo and printed publication needs.
Planning/Project Management Admin Support (1)	Support all aspects of LOPR planning and project management functions.
Recreation Coordinator (4)	Support various recreation divisions with data entry, reporting, program coordination and on-site activities.

4. Enabling All Personnel (to be self-sufficient)

LOPR enables administrative self-sufficiency through the acquisition and use of technology (hardware, software, applications), orientation, training, Parks Policies & Procedures (PP&P) and documented How Tos.



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PARKS & RECREATION

Currently, desktop technology is Windows-based and equipped with the complete Microsoft Office Professional 2010 Suite (Word, Excel, Outlook, PowerPoint, Publisher and Access), MS Exchange/Outlook, Adobe Acrobat Reader, and desktop links to often used systems such as Active Network, Tyler financial, GIS, Laserfiche, Maintain X. Other software (as needed for specific functions) may include project management, graphic and photo creation and manipulation, Adobe Suite, Techsmith Snag-It, additional browsers such as Mozilla Firefox or Chrome, video creation, and video conferencing (Webex, Zoom, MS Teams.)

All computers and printers are networked, and remote file servers provide secure storage and access to individual user and shared files. Sophos SSL VPN enables staff to remotely access their computers and work from anywhere. The leadership team is also equipped with Microsoft Surface tablets to enable remote access on the go. Loaner laptops are available for those who are traveling.

LOPR maintains an extensive library of documented How Tos for instructions on using the Active Network system, Tyler financial system, Front Desk operations, Customer Excellence administration, Activity and Financial Reporting, and other topics.

The screenshot shows two side-by-side file explorer windows. The left window is titled 'ACTIVE NETWORK DOCUMENTATION > 1_DOCUMENTATION How To > HOW TO DOCS' and displays a list of folders and files. The right window is titled 'HOW_TO' and displays a list of folders and files.

Name	Date modified	Type
1_INITIAL TRAINING & LOGIN	9/28/2021 3:15 PM	File folder
2_FACILITY RESERVATION	3/6/2019 3:20 PM	File folder
3_ACTIVITY MGMT & REGISTRATION	1/10/2022 9:48 AM	File folder
4_FRONT DESK OPS	2/20/2019 2:48 PM	File folder
5_MEMBERSHIP	3/3/2015 10:51 AM	File folder
6_DONATION CAMPAIGNS	3/3/2015 10:56 AM	File folder
7_SYSTEM ADMIN	1/26/2016 3:00 PM	File folder
8_CUSTOMER INSTRUCTIONS	4/23/2016 12:31 PM	File folder
9_REPORTS	11/20/2018 8:47 AM	File folder
Archive_2019	3/6/2019 12:19 PM	File folder
Archive_2020-21	5/11/2021 12:52 PM	File folder
Archive_2021-22	9/28/2021 3:08 PM	File folder
Z_How_To_Cover & Spine Label	12/20/2014 3:41 PM	File folder
Z_Original_HowTo_WordDocs	3/27/2022 6:44 PM	File folder
ActiveNet How To Documentation Updat...	9/28/2021 3:17 PM	Microsoft Excel
TEMPLATE for How To Sheets.docx	4/13/2016 3:18 PM	Microsoft Word

Name	Date modified	Type
Budget	3/25/2022 2:31 PM	File folder
Business Cards	12/10/2020 9:28 AM	File folder
Contract Info	3/17/2016 12:03 PM	File folder
CopyServiceRequest	12/20/2014 6:54 PM	File folder
Council Reports	1/31/2017 9:19 AM	File folder
InstrAcc	12/20/2014 6:54 PM	File folder
Mailing&Supplies	1/31/2017 9:18 AM	File folder
Outlook	6/8/2022 9:24 AM	File folder
Personnel	1/23/2022 3:36 PM	File folder
Related Meetings or Projects_files	1/31/2017 9:20 AM	File folder
Store&Go	12/20/2014 6:54 PM	File folder
Technology	1/23/2022 3:37 PM	File folder
Vehicle Checkout	12/20/2014 6:54 PM	File folder
WEB Room Reservations	12/20/2014 6:54 PM	File folder
Information Due Dates.pdf	4/3/2012 4:30 PM	Adobe Acr
Related Meetings or Projects.htm	3/11/2013 10:07 AM	Firefox HTM
Updated Inquiry/Complaint Routing.htm	7/29/2009 8:43 AM	Firefox HTM

Large display monitors with software feeds of activity information (activity name and location) from the Active Network registration system and the Indoor Tennis Center Court Reservation system are located respectively at the Adult Community Center (ACC) and Indoor Tennis Center (ITC.) These monitors allow staff and customers to easily identify the day’s activity schedule and room location (or court assignment for the ITC.) The monitors also promote important announcements and upcoming activities and events.



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The primary meeting rooms at the ACC, ITC, and MAC are equipped with connections for outside computing devices for use during public meetings and are also equipped with resident computers connected to the Wi-Fi/ external Internet, to the City network, large screen monitors, and wireless keyboards/mice allowing all users to log on and access appropriate files, software and the internal network and internet. This configuration has proven to be a valuable time saver and has significantly reduced paper use.

Responsibility/Contacts: Director, Deputy Directors, Administrative Assistants