

CARIBOU PARKS & RECREATION DEPARTMENT
55 BENNETT DR.
CARIBOU, ME. 04736
207-493-4224
207-493-4225 FAX

Office Manager

Position Requirements

A minimum two-year degree in office management, business administration, public administration, accounting, communications, or a closely related field is required. Because this position carries significant responsibility for departmental operations, financial records, public communication, scheduling, registration systems, and day-to-day administrative coordination, relevant experience in office administration, municipal operations, customer service, recreation programming, bookkeeping, database management, or other public-facing administrative work is strongly preferred. The successful candidate must demonstrate professionalism, reliability, sound judgment, strong organizational ability, and the capacity to serve as a trusted representative of the Parks and Recreation Department.

Position Summary

The Office Manager is a highly important leadership, administrative, and public service position within the Parks and Recreation Department. This position serves as the organizational hub of the department and plays a direct role in the successful operation of programs, facilities, registrations, public communications, financial records, customer service, and community engagement. The Office Manager is often the first point of contact for residents, participants, families, renters, vendors, staff, and other municipal departments, and must represent the department with accuracy, professionalism, courtesy, and confidence. This position requires the ability to manage sensitive information, coordinate multiple priorities, maintain accurate records, support financial accountability, and help ensure that departmental services are delivered efficiently, consistently, and in a manner that reflects positively on the City and the community.

Essential Duties and Responsibilities

Manages and prioritizes daily office communications, including receiving phone calls, responding to public inquiries, greeting visitors, providing accurate information, resolving routine concerns, and directing residents, participants, vendors, and staff to the appropriate resources or departments in a professional and timely manner.

Serves as a primary source of information for Parks and Recreation programs, activities, facilities, schedules, policies, fees, registrations, rentals, and services, ensuring that current and prospective participants receive clear, consistent, and accurate guidance.

Coordinates, oversees, and monitors program registration processes, including maintaining the online registration portal through CivicPlus, assisting staff with registration setup, verifying participant information, tracking enrollment, supporting payment accuracy, and ensuring that registrations are organized, accessible, complete, and handled in a professional manner.

Leads public relations and marketing coordination for departmental programs, events, services, and facility opportunities, ensuring that information is communicated clearly, consistently, promptly, and in a way that supports strong public participation and community confidence in the department.

Develops, coordinates, and maintains newsletters, program brochures, flyers, public announcements, electronic message board content, social media updates, recreation website information, and other materials that promote Parks and Recreation programs, facilities, events, and community opportunities in a professional and timely manner.

Maintains and coordinates year-round scheduling of Parks and Recreation facilities, working closely with administrative staff, program staff, renters, community groups, and the public to balance facility use, program needs, special events, order office and building supplies, maintenance considerations, and public access.

Oversees posting, accounting, tracking, and reporting of departmental accounts, including weekly and monthly financial postings, preparation of reports, compilation of statistical information, support for budget-related documentation, and development of solicitation or program materials in coordination with administrative staff.

Assists staff with maintaining accurate activity records, attendance reports, participation data, facility use records, program statistics, and related departmental documentation needed for planning, reporting, communication, evaluation, and accountability.

Maintains organized program, event, facility, personnel-related, registration, and account files to support efficient daily operations, accurate reporting, public accountability, audit readiness, and long-term record retention.

Performs daily record keeping for cash receipts, posts financial activity, prepares monthly billing to renters, assists with year-end reconciliation of multiple accounts, and deposits receipts into the proper accounts with a high level of accuracy, attention to detail, and adherence to established financial controls.

Assists administrative staff with training, scheduling support, communication, and monitoring of gameroom attendants and other assigned support staff to help maintain quality service, safe operations, consistent procedures, and department standards.

Wellness program coordinator and will assist other city staff with wellness programs.

Required Knowledge, Skills, and Abilities

Advanced knowledge of computers and office technology, including strong proficiency in Microsoft Office, Excel, desktop publishing, PowerPoint, online registration systems, electronic communication platforms, and familiarity with database systems such as Microsoft Access.

Ability to develop, maintain, and improve computer-based tools, forms, spreadsheets, tracking systems, reports, or simple programs that strengthen departmental organization, financial tracking, registration management, communication, reporting, and service delivery.

Working knowledge of bookkeeping, accounting practices, account posting, cash handling, deposits, billing, reconciliations, financial controls, and accurate financial record maintenance in a public service or municipal environment.

Excellent oral and written communication skills, with the ability to represent the department and the City professionally when working with residents, participants, parents, staff, vendors, community organizations, elected or appointed officials, and other municipal departments.

Strong organizational skills, attention to detail, problem-solving ability, and the capacity to manage multiple priorities, deadlines, interruptions, records, public requests, and financial tasks while maintaining accuracy and professionalism in a busy public service environment.

Ability to remain focused, productive, courteous, and composed in an office setting with frequent interruptions, changing priorities, confidential matters, public interaction, program deadlines, and time-sensitive operational needs.

Ability to work independently, exercise sound judgment, take initiative, anticipate departmental needs, constructively manage work time, and make responsible administrative decisions that support department goals and daily operations.

Ability to maintain confidentiality, safeguard sensitive records, and handle financial, personnel, participant, medical, registration, vendor, and departmental information with discretion, integrity, professionalism, and compliance with applicable procedures.

Excellent typing, filing, record management, and account documentation skills necessary to support accurate and efficient office operations.

Ability to serve as a dependable administrative resource for department leadership by identifying problems, recommending improvements, following through on assigned responsibilities, and helping maintain efficient and accountable office operations.

Ability to lift up to 50 pounds when needed to assist with office, program, facility, or event-related duties.

Updated 2026