

### 3.2.1 – Support Services

#### **NEW BERN PARKS AND RECREATION SUPPORT SERVICES**

New Bern Parks and Recreation has one full-time Office Assistant who provides administrative support to the Administration staff and general support to the other divisions. In addition to office personnel, the department utilizes a variety of tools to provide service to our citizens.

#### EQUIPMENT, TECHNOLOGY AND SERVICES USED:

- Email – For internal/external communication.
- Phone system available to all staff.
- Two-way radios for communication with other departments and staff.
- Wi-Fi in all public buildings.
- Computers – Assigned to designated staff.
- Internet access on all computers.
- One Drive – To access files remotely.
- SharePoint -cloud based service used to organize, manage, and share documents with employees in each division. Documents include but are not limited to:
  - Reports
  - Program proposals
  - Press Releases
  - Photos
  - Invoices
  - Program Evaluations
  - Policies and Procedures
  - City ordinances
- Specialized software available to designated staff):
  - Adobe Suite (Acrobat, Illustrator, Photoshop, InDesign, Premiere Pro)
  - AutoCad
  - Arc GIS
  - CIMS - Cemetery Management System
  - Munis - financial, procurement, and revenue management software
  - Microsoft Office (Word, Excel, Powerpoint, Publisher)
  - Microsoft Teams
  - PowerDMS
  - QR Code Generator
  - Rec Desk – registration, payment, and program organization software
  - SketchUp
  - Zoom

### 3.2.1 – Support Services

- Promotions
  - Website – [www.NewBernNC.gov](http://www.NewBernNC.gov)
  - Facebook page @NewbernPR
  - Twitter @NewBernPandR
  - City Access Channel
  
- Security cameras
  - Administration
  - Aquatic Center
  - Parks & Grounds Maintenance
  - West New Bern Recreation Center
  
- Vehicles
  - Parks & Recreation has 27 vehicles to assist staff in their job duties.
  
- Programs/Special events
  - The department has multiple tables, chairs, tents, games, Concession items, Ice Machines, and Audio-visual equipment for staff to use in implementing their programs.