



JOB DESCRIPTION

Title: **SERVICE DESK/CUSTOMER
SERVICE REP P/T**

Department: Park Center

Class Code: 6900

FLSA Status: Non-Exempt

Effective Date: July 1, 2002 (Revised 03/2006)

Grade Number: 1

GENERAL PURPOSE

Under close supervision of the Center Director performs customer service counter work in answering telephones, and performing program registrations and daily admissions.

EXAMPLE OF DUTIES

- *-- Greets customers and administrates check-in process, admittance and reservations, and checks them in for facility use.
- *-- Assists with signing up for Center and programs, sells memberships, takes in daily admissions. Collects payment from customers. Registers transactions on computer and issues receipts. Performs cashier responsibilities.
- *-- Provides friendly customer relations while providing assistance to patrons requesting information on services, programs and general information.
- *-- Answers questions, provides directions and provides explanations regarding the use of facilities. Works scheduled shifts.
- *-- Provides administrative support for the Center by maintaining current information on membership files, release forms, facility usage and report logs.
- *-- Performs general office work; answers telephones; types letters, memos, and other information as necessary. Maintains an adequate supply of informational flyers, brochures, and pamphlets.
- *-- Enrolls patrons in fitness, aquatic, recreation and other programs.
- *-- Maintains clean environment; performs janitorial duties as required or assigned to include body fluid cleanup, sanitizing area, and light housekeeping.

- Performs related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience

- High School diploma plus six (6) months customer service experience, or any equivalent combination of education and experience.
- Experience in the use of word processing, typing, and 10-key calculator by touch are desired.

Necessary Knowledge, Skills and Abilities

- Working knowledge of data entry into the computer, and knowledge of telephone etiquette.
- Skill in handling cash transactions, operating cash register, and giving correct change.
- Ability to establish and maintain effective working relationships with employees and the public; ability to communicate effectively, verbally and in writing; ability to follow written and verbal instructions.

Special Requirements

- Must pass a Background Criminal Investigation check.
- Must be willing and available to work morning, afternoon, evening, weekend, and holiday shifts.

TOOLS AND EQUIPMENT

- Personal computer, Point of Sale computer, 10-key calculator, telephone, fax, and copy machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to walk, stand, sit and talk or hear. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

- The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an open lobby setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____

*Essential functions of the job