



JOB DESCRIPTION

CUSTOMER SERVICE REPRESENTATIVE

THE POSITION

Under direction of the Director of Recreation or Recreation Supervisor this position serves as the District's main point of contact with the public, and is responsible for the professional and efficient managing of visitors, e-mails, and telephone calls, and also performs a variety of clerical tasks in the operation and presentation of a professional office.

EXAMPLE OF DUTIES

The essential functions of this position include, but are not limited to:

Responsibility for the operations of the District's front office lobby with an emphasis on positive customer service, including: answering all incoming calls; greeting and welcoming visitors, providing them with information and directions; forwarding calls to staff members; assisting the public on the phone or in person with questions related to classes, activities and rentals; acting as a liaison between the public and staff to provide information or to direct inquiries to appropriate source for information or problem resolution; preparing facility bookings; distributing copies of permits; processing in-person registrations for walk-in customers; accurately processing monetary transactions, including collecting fees, issuing receipts, handling credit card transactions, reconciling cash journal sheets and receipts; providing interoffice mail delivery each morning (and afternoons on an as-needed basis); monitoring and responding to voicemail; and utilizing the District's e-mail system, website and recreation registration software to provide positive and efficient customer service.

The position may perform other related duties as assigned.

EMPLOYMENT STANDARDS

Requires knowledge, skills and abilities in the following areas: reading and interpreting documents, writing correspondence, and speaking effectively with the general public; adding, subtracting, multiplying and dividing; applying common sense understanding to carrying out detailed and/or complex solutions to various issues and/or problems that arise; adapting to changing technologies and learning functionality of new equipment and software systems; communicating clearly, both orally and in writing; establishing and maintaining effective working relationships with those contacted in the course of work.

High school diploma or GED equivalent, and a valid California Driver's License with good driving record are required. Any combination of higher level education and experience that would likely provide the

required knowledge, skills and abilities to successfully perform the duties of this position is desired. Requires proficiency with Microsoft Outlook, Word and Excel. Familiarity and ability to use Max Galaxy recreation registration program a plus.

PHYSICAL REQUIREMENTS

It is expected that this position will be sitting 70% of the time or more and require the regular climbing of stairs; occasional bending, kneeling, squatting, reaching overhead, stretching, working on rough or uneven terrain; occasional lifting, carrying, pushing and/or pulling limited to less than 40 pounds; frequent handling and dexterity. Position requires the operation of multi-line phone system, computer, printer, typewriter, 10-key, photocopier, postage meter, other general office equipment, and District vehicle.

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