

CLASS TITLE: CUSTOMER SERVICE REPRESENTATIVE
Hourly – Non-Exempt
Department: Recreation
Supervisor: Recreation Services Manager
Supervises: none

DEFINITION

Under the supervision of the Recreation Services Manager, performs various office support assignments, including greeting the public and providing administrative support services to division personnel in accordance with district policies and procedures. Receives program registration, prepares and processes facility rental permits, and maintains related records.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Opens and/or closes the office facility.
- Receives and greets customers; answers phones and emails; gives information responsive to customers' needs; handles routine requests independently; refers to other staff as appropriate.
- Receives and distributes incoming mail and faxes. Checks drop box daily.
- Completes data entry of recreation registrations and rentals; maintains accurate records of payments, initiates refund process; prepares daily financial transaction reports.
- Responds to rental inquiries in a timely, effective, and proactive manner and follows up with interested renters to secure rentals. Schedules and may provide facility tours with potential customers.
- Prepares, maintains, and posts facility use schedules.
- Prepares and maintains activity reports.
- Researches customer records and responds verbally and/or in writing to more complex customer inquiries.
- Types, proofreads, and distributes a variety of documents.
- Orders and maintains office supplies for the division.
- Provides administrative/clerical support to all divisions.
- Assists with special projects and performs research as required.
- May be assigned to support other operational needs when necessary.
- May assist with preparation and posting notices/agenda for meetings; assemble materials and documents needed for workshops, committees, staff meetings, public meetings as needed.
- May take meeting minutes, prepare, copy, and distribute to interested parties as needed.

QUALIFICATIONS

- Knowledge of District policies and procedures, operations, and programs.
- Extensive skill in modern office practices, equipment, and procedures, recordkeeping, Microsoft Office, and Adobe.
- Communicate effectively and in a timely manner in person, by telephone, and through email.
- Proven ability to gather, compile, and provide information, instructions, and material on programs, events, classes, rentals, and district news from a variety of sources.
- Ability to maintain and uphold the utmost level of discretion and confidentiality where required.

EXPERIENCE AND EDUCATION

Graduation from high school; accredited college or university degree preferred; Two (2) years' customer service, clerical and/or administrative support experience, or an equivalent combination of education and experience.

SPECIAL QUALIFICATIONS

Applicant must possess a valid California Driver's License and current auto liability insurance. Individuals who do not meet this requirement will be reviewed on a case-by-case basis.

WORKING CONDITIONS

Environmental Conditions – Essential duties of this position are performed in an office environment. Incumbents work closely with other District personnel in the performance of assigned duties and responsibilities.

Physical Conditions – Work is performed in an environment of frequent interruptions requiring maintenance of attention. Essential duties of the job necessitate prolonged periods of sitting and viewing data on a computer monitor; requires finger and hand dexterity for extensive use of a personal computer; and requires the ability to read and communicate with others to clarify information received, to reach for files and folders and other items; to stand, walk, push, pull, and grasp files and other items on a daily basis.

Note: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential job functions.