

SUNRISE RECREATION AND PARK DISTRICT CLASSIFICATION SPECIFICATION

JOB TITLE: **Customer Service Representative
(Hourly Intermittent)**

DIVISION: **District Administration**

CLASS DEFINITION:

Incumbents in this hourly/intermittent job classification will greet the public on the phone and at the reception desk; upon request, provides a variety of information about District programs, services, facilities, functions, policies and procedures, and/or directs information requests according to established standards and procedures; processes requests to register for District programs and to reserve the use of District facilities; performs a variety of responsible clerical and record keeping duties to support the provision of customer service and District programs and operations and/or to administer customer accounts; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS:

Customer Service Representative is an hourly/intermittent job classification. Incumbents do not automatically advance to permanent status in the District Administration Division. Incumbents perform routine office support and customer service duties related to the provision of information and the maintenance and processing of documents and payments received. As experience and proficiency are gained, assignments become more varied and complex and the level of supervision received decreases. Assignments include: responding to routine customer inquiries at the front desk or on the phone, filing, balancing receipts, and opening and processing mail.

SUPERVISION RECEIVED/EXERCISED:

Customer Service Representative

Receives close to general supervision from the Senior Customer Service Representative and Administrative Services Manager within a framework of standard policies and procedures. Incumbents do not supervise or direct the work of others.

EXAMPLE OF ESSENTIAL JOB FUNCTIONS:

Responsibilities and duties include, but are not limited to the following:

- Answers phones and greets visitors; responds to customer inquiries and/or complaints pertinent to District programs, facilities, services, policies or procedures; and/or refers them to appropriate District staff according to established policies and procedures

Sunrise Recreation and Park District
Customer Service Representative

- Obtains required customer information to complete agreements and process requests to reserve the use of District facilities and/or to complete registrations for District programs; develops and maintains related records, updates computer files and generates a variety of summary reports
- Calculates amount of facility cleaning deposits, refunds and payments due based on written guidelines; receives customer payments and deposits; makes change and issues receipts
- Researches customer records and responds verbally and/or in writing to more complex customer inquiries
- Types, proofreads and appropriately distributes a variety of documents, correspondence, items and materials
- Sorts, files, locates and maintains a variety of records and documents according to a standardized filing system; records and tracks a variety of office and customer account information
- Opens, sorts, and distributes District mail; opens, verifies and records payments received by mail
- Monitors, orders and maintains office supplies inventory
- Schedules security and assists with scheduling Building Monitors for private and community events that occur in District facilities
- May assist with financial transactions, including processing of refunds, preparing invoices for ongoing reservations, reconciliation of invoices, balancing and posting payments received, preparing cash deposits, and maintaining related financial records
- May assist with the preparation of insurance and expenditure reports; and performs special projects as assigned

EXAMPLES OF NON-ESSENTIAL JOB FUNCTIONS:

- Assists other positions or work units with a variety of support assignments or special projects on an as needed basis
- May assist in instructing other employees on specific work functions or procedures
- Perform other job-related duties as required

EMPLOYMENT STANDARDS:

Education and Experience Guidelines:

Any combination of education and experience that would provide the required knowledge and abilities is qualifying. A typical path to obtain the required knowledge and abilities would be:

- One year of responsible experience performing a wide variety of general clerical work requiring use of a personal computer and customer service providing information and/or directing requests over the telephone and at a public counter.
- Equivalent to the completion of the twelfth grade
- Specialized training in office skills is highly desirable

Knowledge of:

- good public relations etiquette
- modern office practices and procedures
- personal computer operation and office applications
- Correct English usage and business mathematics
- record keeping and reporting

Ability to:

- communicate effectively with customers and the public in person and on the phone
- simultaneously converse with customers and accurately enter data into a computer
- adjust to continuous change and/or frequent interruption
- follow oral and written instructions
- maintain attention to detail in a work environment of frequent interruptions
- maintain accurate records
- operate a personal computer and other standard office equipment
- establish and maintain effective working relationships with those contacted during the performance of work duties and responsibilities
- perform essential duties of job without causing harm to self or others .

Licenses/Certification Required:

Assigned duties may require possession of a valid class C California Driver's license and a satisfactory driving record

WORKING CONDITIONS:

Environmental Conditions:

Office environment with controlled temperature. Incumbents work closely with the public and other District personnel.

Physical Conditions:

Work is performed in a dynamic environment requiring attention to detail while interacting with the public in person and on the phone. Clerical duties necessitate prolonged periods of sitting and viewing data on a CRT screen; and require finger and hand dexterity for extensive use of a personal computer or typewriter.

OTHER:

FLSA STATUS: Non- Exempt

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.

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