



Customer Service Representative (2265)

FLSA Status: Non-Exempt (Hourly)

Pay Grade: 6

Safety-Sensitive: No

Purpose

The purpose of this classification is to provide quality customer service to the customers and staff.

Primary Responsibility

Provides excellent service, pursues continuous improvement and exceeds expectations.

Typical Duties

Performs customer service functions: greets visitors, answers telephones, responds to emails, provides information and answers questions regarding department services, programs, fees, policies and procedures; refers callers or visitors to other staff members as appropriate; and takes and/or relays messages as necessary.

Processes participant registrations: receives requests for classes, services, and events; reviews registration forms for accuracy and completeness; enters information into online database and calendars; collects and records fees; and maintains related documentation.

Processes rental requests: receives requests to rent gym and other department facilities; checks availability; provides information and answers questions regarding rental policies, procedures, contracts and fees; updates facility calendar; and maintains related documentation.

Receives and processes fees for programs, activities, and rentals: counts monies received; balances cash drawer; audits transactions to locate and correct any discrepancies; closes out cash drawer; prepares and submits deposit; and maintains related documentation.

Assists customers with online registration issues: sets up and resets usernames and passwords; updates duplicate people; and connects families.

Receives and processes job applications: distributes applications to appropriate department staff members and Human Resources; and submits backgrounds checks to Sherriff's Department.

Assists Program Supervisors as needed: distributes schedule changes and rainouts; makes phone calls; and sends emails.

Provides routine administrative and clerical support: prepares attendance and other department logs, lists and records; copies and files documents; enters computer data; processes in-coming and out-going mail; and monitors inventory of department supplies, forms, and equipment.

Performs other related duties as required.

Minimum Qualifications

High school diploma or GED required; supplemented by one year of work experience that shows an ability to maintain steady employment in any field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Performance Aptitudes

Data Utilization: Requires the ability to determine, calculate, tabulate, or summarize data/information, following a prescribed plan requiring the exercise of some judgment. Includes performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; includes counting, recording of counts, and basic measuring.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA Compliance

In compliance with the Americans with Disabilities Act (ADA), the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to make changes at any time without notice.