



JOB DESCRIPTION

PART TIME CUSTOMER SERVICE REPRESENTATIVE

Department: Parks and Recreation	Classification/FLSA: Part Time, Non- Exempt
Location: Four Oaks Golf Course	Reports To: Recreation Superintendent
Supervises: N/A	Salary Range: \$14.14 - \$17.67
Benefits: Per City Handbook	Travel: As needed
Schedule: Evenings and Weekends	Date Written/Revised: 04/12/2024

POSITION SUMMARY

Responsible for effective communication with patrons to complete transactions to their satisfaction and with staff to relay necessary information as it pertains to their operations. This position will work both evening and weekend shifts as needed.

DUTIES AND RESPONSIBILITIES

- Respond appropriately to customer's questions, needs, concerns, etc.
- Direct phone calls or escort customers to appropriate staff that can assist.
- Inputs, retrieves and updates customer data and account status into systems.
- Processes payments, checks payment for accuracy, and prepares receipts, records or other documentation of payment and account status.
- Answers multi-line phone system.
- Relay messages to appropriate staff members.
- Assists with requests for daily registrations, facility rentals, and annual pass purchases.
- Assist with tournament and league preparation to include marketing, organizing supplies, assisting during events, and clean-up.
- Updates information in the RecTrac system as needed.
- Runs essential reports for events.
- Organizes registration information and checks for accuracy to assure all documents are completed by patrons.
- Contracts donors for give-away items for events.
- Other job duties as assigned.

POSITION COMPETENCIES

- Knowledge of
 - Computers capabilities to include Word, Excel, Publisher.
 - Customer service procedures and techniques, including, but not limited to effective listening, problem solving, and conflict resolution.

POSITION COMPETENCIES continued

- City Policies & Procedures
- Cash handling and balancing procedures
- Ability to:
 - Evaluate and analyze customer needs to provide exceptional customer service.
 - Learn department functions thoroughly in order to provide general information and explain detailed department processes and procedures.
 - Learn and explain regulatory compliance issues related to Four Oaks Golf Course and the RV and Bike Park.
 - Maintain important records efficiently and accurately and to prepare clear and concise reports.
 - Multitask, while maintaining a high level of attention to detail.
 - Perform duties accurately and efficiently under time sensitive deadlines.
 - Maintain effective working relationships with other City employees, supervisory personnel, state and local elected officials and the public.
 - Work evenings and weekends.

EDUCATION

- High school diploma or GED equivalency.
- Three (3) to five (5) years general clerical experience and/or customer service duties and responsibilities.
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

PHYSICAL DEMANDS

Must possess mobility to work in an office setting and use standard office equipment, including a computer; operate a motor vehicle; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed. May occasionally bend, stoop, kneel, reach push, and pull drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

WORKING CONDITIONS

Work is performed in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

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