

JOB DESCRIPTION

Customer Service Specialist – Part Time

Job Title: **Customer Service Specialist – Part Time**
 Department: **Recreation**
 Reports To: **Recreation Services Specialist**
 FLSA Status: **Non-Exempt**
 Prepared By: **Meghan Jourden-Messerich, Superintendent of Recreation**
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 Approved By:
 Approved Date:
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Summary

Under the supervision of the Superintendent of Recreation, and the Recreation Services Specialist; the Customer Service Specialist is responsible for greeting and welcoming customers in person as well as on the phone; provides high-quality customer assistance and support to answer questions, respond to inquiries as well as assist with registration needs. The Service Specialist possesses a naturally friendly, enthusiastic, and patient disposition.

Essential Duties and Responsibilities

- Work cooperatively and harmoniously with the public, cooperating agencies and fellow employees.
- Greet and accommodate customers.
- Promptly answer phone calls and voicemails and either answer the question or direct calls to the appropriate District employee.
- Provide information and assistance to fellow staff members.
- Effectively communicate orally.
- Responsible for the collection and security of all recreation revenues.
- Process registrations, collect fees, and issue receipts for programs, activities and rentals.
- Notify class participants of class changes or cancellations.
- Operate various office machines such as copier, fax, telephone, postage meter, computer and printer as needed.
- Maintain a working knowledge and the ability to enforce and explain Park District procedures, rules and policies.
- Anticipate needs for successful operation of Community Center including, opening, closing and assist with light daily maintenance.
- Maintain an orderly and professional atmosphere at the service desk.
- Keep the service desk and lobby areas clean and neat.
- Assist in conducting guided tours of Pathway Fitness and Community Center rental spaces.
- Assist with Pathway Fitness maintenance of cleanliness of equipment and facility.
- Handle citizens' concerns by recording and forwarding complaints to the appropriate department and maintain records with responses when available.
- Assist with set up and take down of rooms and equipment for programs and events.
- Ability to work independently.
- Maintain positive public relations.
- Attend meetings and in-service trainings as required.

- Assist with cleaning the facility after usage to help prevent the spread of COVID-19.
- Perform other related duties and/or special projects as assigned.

Safety and Risk Management

- Maintains a working knowledge of all general agency and department-specific safety rules.
- Reports any work-related injuries to supervisor promptly.
- Attends required safety program and in-service education meetings.
- Corrects unsafe conditions and/or reports them to supervisor.
- Uses material handling equipment or staff assistance when lifting and/or moving objects **50 pounds or heavier**.
- Uses gait belts, lifts or staff assistance whenever possible to reduce injury exposures when transferring, moving or lifting patrons.
- Addresses unsafe employee and patron behaviors by approaching, correcting and coaching.
- Enforces safety disciplinary policies and procedures.
- Uses protective gloves, masks and other personal protective equipment to prevent exposure to pathogens.
- Provides a department-specific safety orientation for new employees that include job instruction and ergonomic training.
- Completes incident/accident report forms and promptly forwards them to the agency Claims Contact.

Supervisory Responsibilities

This job has no direct supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Safety and Security – Use good safety awareness, judgment and follow policies; report potentially unsafe conditions; use equipment, following manufacturer safety instructions; and follow agency ergonomic policies and procedures.
- Attendance/Punctuality – Demonstrate consistent attendance and on-time arrival.
- Dependability – Follow instructions and respond to management direction; take responsibility for own actions; keep commitments; and complete tasks on time or notify appropriate person.
- Planning/Organizing – Prioritize and plan work activities and use time efficiently.
- Judgment – Exhibit sound and appropriate judgment; support and explain reasoning for decisions; include appropriate people in decision-making process; and make timely decisions.
- Professionalism – Approach others in a tactful manner; react well under pressure; treat others with respect and consideration; accept responsibility for own actions; and follow through on commitments.
- Problem Solving – Identify and resolve problems in a timely manner; gather and analyze information skillfully; develop alternative solutions; work well in group problem-solving situations; and use reason even when dealing with emotional topics.
- Customer Service – Manage difficult or emotional customer situations; respond promptly to customer needs; solicit customer feedback to improve service; respond to requests for service and assistance; and meet commitments.
- Interpersonal Skills – Focus on solving conflict, not blaming; listen to others without interrupting; keep emotions under control; and remain open to others' ideas and try new things. Must have

ability to deal with people and patrons under stressful situations.

- Teamwork – Promote and support work teams; put success of team above own interests; and support everyone's efforts to succeed.
- Oral Communication – Listen and get clarification; and respond well to questions.
- Organizational Support – Follow policies and procedures.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Must be at least 18 years of age; High School diploma or GED Certificate preferred. One year of clerical office experience preferred. Basic knowledge of general office procedures. Basic knowledge of customer service standards. Ability to respond to inquiries and requests received from the general public. Ability to maintain self-control and composure in difficult situations.

Language Skills

Excellent verbal communication skills. Ability to speak effectively before groups of customer or employees. Ability to follow directions and communicate verbally and in writing. Ability to read and understand materials printed in English.

Mathematical Skills

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent, and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to solve problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of computer software; registration processing systems word processing software and the Internet. Basic knowledge of Microsoft Office Suite, included Word and Excel, required.

Certificates, Licenses, Registrations

Must be certified in CPR/AED and First Aid or ability to become certified.

Physical Demands

The physical demands described here are representative of those that an employee must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand, walk and sit. The employee must occasionally lift and/or move up to **30** pounds. The employee will assist patrons in

moving, transferring and vehicle loading. The employee may occasionally need to perform physical patron-restraint techniques. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is exposed to various outside weather conditions including hot temperatures, humidity and cold. The noise level in the work environment is usually moderate.