

RIVER ROAD PARK AND RECREATION DISTRICT

Classification Description

Department: Administration	Title: Customer Service
Reports to: Office Supervisor	Position length: 20 Hours weekly

Position Purpose

Responsible for general customer service to the public.

Essential Responsibilities

1. Greets and welcome the public in a professional manner. Answers multi-line telephone.
2. Performs all areas of computerized registration, handles refunds, facility reservations, phone registration, monthly billings and late notices. Notifies participants of program/class cancelations or changes.
3. Provides internal and external customer service.
4. Must be able to convey information and ideas clearly both verbal and written.
5. Must be efficient in problem solving in the workplace. Anticipating, preventing, and identifying issues and solving them in a professional manner.
6. Schedules facility rentals.
7. Maintains regular attendance.
8. Performs other job-related duties as assigned.

Skills and Abilities

1. Must have excellent written and verbal communication skills to effectively communicate with the public and staff in a professional, polite manner. Deal effectively with difficult situations and complaints.
2. Good knowledge of general office practices and procedures; phone etiquette; basic business math, spelling, proofreading, English and grammar.
3. Ability to deal effectively with a variety of patrons needs.
4. Deal effectively with frequent interruptions; perform work accurately with attention to detail.
5. Skill in handling money and making change.
6. Ability to understand and follow verbal and/or written directions, to learn assigned tasks readily, adhere to prescribed routines, and work independently in accordance with established park policy.
7. Extensive knowledge of computer programs such as Microsoft word and excel.
8. Ability to learn additional computer programs as needed.

Working Conditions

Work is performed primarily inside an office setting.

Minimum Qualifications

Experience: One year of experience working in customer service. Must be proficient in MS Office Suite, basic business math, and answering/transferring phone calls.

Limited Benefits

- Wages vary based on experience.
- Paid time off for sick leave.