

Pleasant Valley Recreation and Park District, CA



JOB DESCRIPTION

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

CUSTOMER SERVICE REPRESENTATIVE II

Department: Administration

Pay Grade: F102

FLSA Status: Non-Exempt

JOB SUMMARY

Under general supervision, performs a variety of routine to complex customer service functions including providing information; researching problems; processing reservations, registrations, and fees; receiving payments and issuing applicable permits; by telephone, online and in person; acts as liaison between customers and staff; performs a variety of routine clerical support duties; and performs related duties as required.

ESSENTIAL JOB FUNCTIONS

- Use of cash register in day-to-day operations and accurately reconcile daily cash register report.
- Verify daily transactions, receipts, checks, and cash in preparation of daily bank deposit.
- Provide customer service by serving as the first point of contact; and is responsible for determining the customer's needs and providing appropriate information or directing customers to the appropriate area/individual for further assistance; respond to various questions and inquiries regarding District services, classes, parks, and facilities; research and resolve problems in response to customer and staff requests.
- Accurately complete all necessary facility reservation/class registration forms, receipts, permits, insurance, and credits with appropriate cash, credit card, or check transactions and enter these transactions into the reservation/registration program with the appropriate forms for accounting.
- May assist staff with the processing of public record requests.
- Perform a variety of general administrative and clerical duties in support of the Division and sort and process incoming and outgoing correspondence; maintain office supplies; prepare correspondence and other written materials including typing, copying, and faxing information as requested.

- Prepare weekly schedule and report for all weekly District facility usage and prepare monthly report of facility usage.
- Create and maintain a variety of logs and other records, including certificates of insurance; conduct research on returned mail; data entry of address and name changes.
- Serve on the Safety Committee and the Customer Satisfaction Committee.
- May be assigned to create, transcribe, and distribute meeting agendas and minutes, maintain paper copy and electronic copies on the District IT server and website.
- May serve on employee committees.
- May serve as back up to Payroll and Accounting.
- Perform other related duties as assigned.

QUALIFICATIONS

Education and Experience:

Must have a high school diploma or general education degree (GED); and two (2) years of experience gained within recent years, which involved direct customer service and operation of a personal computer and peripheral equipment; and requires one to two years of experience working with public and/or equivalent combination of education and experience.

Special Qualifications:

Position may require an average amount of driving, therefore, must have daily access to a vehicle, and possess a valid California driver's license, and maintain appropriate insurance on vehicle used in the course of business duties. Position may involve driving to events as a representative of the District. CPR and First Aid Certification required no later than six (6) months after employment. Successful completion of tuberculosis, drug and alcohol screening and criminal justice fingerprint clearance/background check required.

Knowledge, Skills, and Abilities:

- Knowledge of modern office methods and practices; record maintenance systems; letter writing and report compilation and public contact techniques.
- Knowledge of the operations, procedures, and practices used in support of the function to which assigned; techniques to expedite or improve clerical tasks and record processing; correct English usage, spelling, grammar, and punctuation.
- Must be skilled in a certain prescribed proficiency in typing or equivalent word processing/data entry and/or note taking/transcribing dictation.
- Ability to perform and coordinate moderately difficult and responsible clerical work with little or no direct supervision; set up and maintain records and filing systems; extract information from a variety of sources; operate a variety of automated office equipment; accurately perform and proof the transfer of information from one document to another.
- Ability to establish and maintain cooperative working relationships.
- Ability to understand, follow and convey written and verbal directions.

PHYSICAL DEMANDS

The work is categorized as light. Additionally, the following physical abilities are required:

- Mobility: Frequent use of office equipment; frequent sitting for long periods of time; occasional bending or squatting.
- Lifting: frequently up to 10 pounds; occasionally up to 25 pounds.
- Vision: constant use of overall vision, frequent reading, and close-up work; occasional color and depth vision.
- Dexterity: frequent repetitive motion; frequent writing; frequent grasping, holding, and reaching.
- Hearing/Talking: frequent hearing and talking, in person and on the phone.
- Emotional/Psychological: frequent concentration; frequent public and/or coworker contact; occasional working alone.
- Environmental: frequent exposure to noise.

WORK ENVIRONMENT

Work is performed in a typical temperature-controlled office environment subject to typical office noise. The positions will mostly be in a fast-paced office environment requiring the ability to multitask. Positions may require rare/occasional overtime or schedule adjustments due to special events.

Pleasant Valley Recreation and Park District has the right to revise this position description at any time and does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date