



CUSTOMER SERVICE ASSOCIATE

DEFINITION AND PURPOSE: Under the general direction of the Customer Services/Marketing Manager, the Customer Service Associate will perform tasks and duties working in support of all ARD programs, assist with duties of customer service registration and reservation, and provide excellent customer service to the public and other ARD employees and associates.

ESSENTIAL JOB FUNCTIONS:

Responsibilities and duties include, but are not limited to the following:

- Provide excellent customer service including greeting the public, answering phones, and distribution of written information
- Respond to inquiries and complaints with accurate knowledge of District recreation programs, facilities, events and services
- Receives payments for program and facility reservations. Posts transactions, issues receipts, processes refunds and maintains accurate records of daily opening and closing cash and other negotiable items
- Prepares and balances daily summary of all program and reservation revenues
- Prepare documents for reservation deposits, provide correct change, and endorse checks for deposit
- Utilization of computer software (i.e., Word, Excel, and other software as necessary) for data entry and receipting requirements
- Prepare correspondence, flyers, reports, and assist with preparation of District brochure
- Assists other District departments with tasks or projects
- Oversee supplies for registration and facilities forms
- Respond quickly to all safety related issues

NON-ESSENTIAL JOB FUNCTIONS:

- Other duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES

Innovation and creativity; strong communication skills, both orally and in writing; analyze and resolve unusual customer related situations through application of District policy; experience with computer applications including word processing and spreadsheets, preferably on a PC based system; typing at minimum 45 W.P.M meet the public in situations requiring diplomacy and tact; establish and maintain cooperative working relationships with District employees, user groups, volunteers and the general public.

EDUCATIONAL REQUIREMENTS AND QUALIFYING EXPERIENCES

High school diploma or equivalent with coursework in business desirable.

One year experience in an administrative or customer service position desirable.

LICENSES AND CERTIFICATES

Must possess and maintain a valid California C driver's license and a satisfactory driving record based upon specific program needs.

Position requires fingerprint and background check per Section 5164 of the Public Resource Code. Conviction of certain criminal offenses may prohibit employment.



WORK ENVIRONMENT

Position requires sitting, standing, walking, reaching, and twisting, turning, kneeling, bending, stooping, squatting and making repetitive hand movements in the performance of daily duties. The position also requires both near and far vision when reviewing documents, and operating a computer. The need to lift equipment and supplies weighing up to 25 pounds is sometimes required. The position requires working in an indoor, temperature-controlled office environment. The noise level of the indoor setting is usually quiet.

Position requires both day and evening hours, and may include weekend shifts.

COMPENSATION: Regularly scheduled, part-time non-union position.

Wage rate range

\$15.60 - \$20.02

Auburn Area Recreation and Park District is an Equal Opportunity Employer.