



## **CUSTOMER SERVICE REPRESENTATIVE**

**DEFINITION AND PURPOSE:** Under the general direction of the Customer Service/Marketing Manager, the Customer Service Representative will perform tasks and duties working in support of all ARD programs. Assists with duties of registration, reservation, and various office support assignments, provide excellent customer service by greeting the public and providing a variety of information about District functions and programs to the public and other ARD employees and associates. The Customer Service Representative has previous experience in a customer service office position.

### **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 promotional and 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
- Prepares correspondence, reports, flyers, brochures, and other promotional materials using MS Word, Publisher, Excel, PowerPoint, and other software programs
- Assists in managing and utilizing computer software programs RecTrac and WebTrac by providing accurate data entry
- Arranges for repair and maintenance of office equipment
- Prepares rosters for instructors by printing or emailing when requested
- Responds quickly to all safety related issues
- Assists other District departments with tasks or projects

### **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**

Possession of high school diploma or equivalent; some college course work desirable.

Minimum two years experience in an administrative or customer service position.

### **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.

*Customer Service Representative - Job Description*  
*REVISED June 28, 2023*



## **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, carry and push tools, equipment and supplies weighing up to 50 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. This position requires you to carry out your duties on-site.

**COMPENSATION:** Regularly scheduled full-time/part-time union position.

Wage rate range

\$18.53 - \$23.96

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