

**PARKS & RECREATION
CUSTOMER SERVICE SPECIALIST**

FLSA STATUS: Hourly

UNION: AFSCME

REPORTS TO: Recreation Business Coordinator

LEVEL: 4

SALARY RANGE: AFSCME 4

UPDATED: October 1, 2020

WORK HOURS:

In general, the regular work hours are 7:30a.m. to 4:00p.m. with a 30-minute unpaid lunch break, or 8:00a.m.-4:00p.m. with a working lunch, Monday through Friday.

OBJECTIVE/PURPOSE:

The Customer Service Specialist will work closely with the public in all facets of the workings of Parks and Recreation. They will be the front-line of Parks & Recreation with a positive attitude, ability to help and willingness to problem solve. They will be responsible for program and event registrations, pass memberships to department facilities, daily processing of transactions, administrative support to department staff, and similar duties and tasks. At times, this individual may be the only team member on site to cover the office, handle customer transactions and inquiries, and problem solve any items that arise.

ESSENTIAL FUNCTIONS:

- Oversee and manage customer needs from the front-line. Deliver quality customer service in-person and via phone and email communication to help resolve any questions or challenges affecting coworkers. Provide resolution to customers when possible, and relay information to staff as needed.
- Exercises judgment and initiative in responding to customer inquiries, handling departmental system management, and administers the flow of work.
- Engages frequently with various municipal departments and officials, vendors, and the general public, via in-office, phone and email.
- Organizes, manages and assists customers' registrations in-person, on the phone, through email, along with processing daily postal mail. Helps customers navigate through online registrations and household account information.
- Performs routine tasks working with confidential financial information and personnel information. Examples of this information are from scholarship application requests and seasonal employee contracts for payroll processing.
- Manages correspondence including reports, phone calls, mail; compose correspondence and reports.

- Works closely with Business Coordinator with balancing daily receipts and ensures funds are correctly assigned and deposited into the appropriate accounts. Also may produce daily and seasonal financial reports; monitors and corresponds with public regarding accounts receivable.
- Works closely with GMTA to maintain accurate records of mileage and van usage for Senior Van program. Ensure proper maintenance of vans by communicating maintenance needs and mileage to lessor. Schedule and coordinate maintenance of vans when needed.
- Assists Programmers with data entry for web-based recreation program registrations, facility reservations and pass renewals.
- Maintains accuracy and detail of recreation software system to display current program information. Manages system to indicate registration timeframes, fees, descriptions, etc. to match seasonal brochure. Works closely with Programmers to make certain the information is correct.
- Manage schedules for parks and recreation fields and facilities to ensure accurate reservation schedules and payments are accounted for. Acts as contact person for Parks staff through communication of work orders, schedule changes, and situational needs throughout the community.
- Lead contact for outside vendors and contractors regarding park and facility needs (example: park refuse unit scheduling and maintenance).
- Record and report van drivers' hours. Enter drivers' hours into Clicktime and approve timesheets for final approval by Director.
- Occasional event/building support – set-up, teardown, and general assistance.
- Assists program coordinators with fundraising efforts and donation requests to maintain affordable programming and events throughout the year.
- Manage scholarship requests, incoming school district scholarship funds, and scholarship monies from area human services agencies. Maintain accurate records of all outgoing funds, scholarship balances, and record of payment. Communicate with school counselors, social workers, and parent/teacher organizations to meet the scholarship needs within the community.
- This individual will cover the duties primarily completed by the Business Coordinator in their absence.

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of office procedures and devices; Microsoft Office applications, NEMRC, Clicktime, RecTrac and others.
- Knowledge of recreation programming offered by departments for all ages, abilities and

interests.

- Ability to communicate orally and in writing with the general public, other Town officials, area businesses, schools, and vendors.
- Ability to organize and prioritize work.
- Ability to work flexible hours.
- Vermont driver’s license.
- Ability to establish and maintain computerized records and filing systems.
- Excellent customer relations skills and a commitment to quality and service.

EDUCATION AND EXPERIENCE:

- High school graduation with courses in office procedures and proven excellent customer service desirable.
- Two years of experience in an Administrative support position or Recreation programming or a related activity preferred.
- Additional experience or education may be substituted to meet requirements.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Inability to meet one or more of these physical or mental requirements will not automatically disqualify a candidate or employee from the position. Upon request for a reasonable accommodation, the organization may be able to adjust or excuse one or more of these requirements, depending on the requirement, the essential functions to which it relates, and the proposed accommodation.

* Note: In terms of an 8 hour workday, “occasionally” equals 1% to 33%, “frequently” equals 34% to 66%, and “continuously” equals 67% to 100%.

Physical Effort	Never	Occasionally	Frequently	Continuously
1. Work in a Stationary Position				X
2. Move/Traverse		X		
3. Bending Over		X		
4. Operate, Activate, and Use objects, equipment, etc.				X
5. Ascend/Descend stairs, equipment, etc.		X		
6. Position self (to) move		X		
7. Reaching Overhead		X		
8. Pushing or Pulling		X		
9. Communicate/Converse with other individuals				X
10. Detect/Perceive/Identify				X
11. Repetitive use of hands/arms				X
12. Grasping			X	
13. Move, Transport, Position, Remove				
10 lbs. or less				X
11 to 25 lbs.		X		
26 to 50 lbs.		X		
51 to 75 lbs.	X			

76 to 100 lbs.	X			
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Mental Demands

Mental Effort	Never	Occasionally	Frequently	Continuously
1. Thinking analytically				X
2. Communication				
Using effective verbal communication				X
Using effective written communication				X
3. Handling stress & emotions				X
4. Concentrating on tasks				X
5. Remembering details				X
6. Making decisions			X	
7. Adjusting to changes			X	
8. Examining/observing details				X

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.

- The noise level in the work environment is typical of the modern office, and is generally quiet to moderately noisy.
- The work environment is typically moderate in temperature. Some outside work is required.
- Moderate amounts of outside work are required for duties such as inspections.

DISCLAIMERS

- The above information is intended to describe the general nature of this position and is not to be considered a comprehensive statement of duties, activities, responsibilities and requirements. Additional duties, activities, responsibilities, and requirements may be assigned, with or without notice, at any time.
- This job description is not an employment contract nor is it a promise of work for any specific length of time.

EQUAL EMPLOYMENT OPPORTUNITY

The Town of Essex is an Equal Employment Opportunity employer.

EMPLOYEE ACKNOWLEDGEMENT

I have received and understand the requirements, essential functions and duties of this position.

Employee Signature

Date

Supervisor Signature

Date

Revised June 2019