

TOWN OF CARBONDALE JOB DESCRIPTION

POSITION NAME: Customer Service Representative I **DEPARTMENT:** Recreation Center

JOB SUMMARY:

Performs a variety of customer service duties at the control desk of the Carbondale Recreation & Community Center. Answers multiple telephone lines, greets all members and guests, and staffs the front desk while gathering, synthesizing, and disseminating information regarding CRCC programs and Recreation Department programs. Additional job duties may include assisting with recreation programs and special events (both on site at the CRCC and off-site at other locations around Carbondale).

GENERAL DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

Responsible for all aspects of the control desk daily business. Answers multiple telephone lines and staffs the front desk while providing information on facility and Recreation Department programs. Takes program registrations, membership fees, and daily entrance fees. Responsible for resolving issues associated with the facility, computer programs, and daily accounting. Provides the necessary information to all CRCC users to experience a safe environment and to educate the participants on the policies and procedures required to utilize the facility. Demonstrates strong customer service skills and is able to meet and serve the public effectively. Has the ability to work independently, use good judgment, take responsibility, diplomatically respond to and handle problems, and be an effective leader and role model. Is able to communicate clearly, concisely, and effectively with other staff members, the public, and program participants. Performs other duties as assigned and required.

REQUIRED:

High School diploma or the equivalent. A valid Colorado driver's license. CPR & First Aid Certification. Ability to interact with the general public in a cooperative and courteous manner. Must be dependable and maintain a clean and neat appearance. Requires prior customer service experience. Requires general computer skills, as well as ability to work with word processing and spreadsheet software.

Pre-employment testing will be required of all successful applicants.

DESCRIPTION OF WORK SCHEDULE, HOURS:

Position hours vary and potentially involves working normal working hours, mornings, evenings, weekends, and some holidays, depending upon the specific need.

SUPERVISION RECEIVED:

Supervised by Recreation Facility Coordinator

WORK ENVIRONMENT/PHYSICAL ACTIVITIES:

This position involves working indoors at the Carbondale Recreation & Community Center's Control Desk, with the understanding that department needs may necessitate being scheduled to work outdoors assisting with programs and special events.

Physical demands may require the employee to remain standing and or seated for 2 to 8 hours. Employee must have correctable vision and adequate hearing sufficient for the safe operation of the control desk environment.

Physical tasks may involve walking, standing, bending, sitting, lifting heavy objects, cleaning, and computer work.