

## TOWN OF CARBONDALE JOB DESCRIPTION



**POSITION NAME:** Part-Time Customer Service Representative I  
**DEPARTMENT:** Parks and Recreation

### **JOB SUMMARY**

Performs a variety of customer service duties at the front desk of the Carbondale Recreation & Community Center and/or John M. Fleet Pool. Answers multiple telephone lines and staffs the front desk while gathering, synthesizing and disseminating information regarding CRCC and programs and Recreation Department programs. Handles registrations and point of sales.

### **GENERAL DESCRIPTION OF DUTIES AND RESPONSIBILITIES**

Responsible for all aspects of the control desk business. Answers multiple telephone lines and staffs the front desk at the Carbondale Recreation and Community Center and/or John M. Fleet Pool, while providing information on rec facilities 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 users to experience a safe environment, and educates 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. Has the ability to communicate clearly, concisely, and effectively with other staff members, the public and program participants. Has the ability to interact with the general public in a cooperative and courteous manner. Must be dependable and maintain a clean and neat appearance. Performs other duties as assigned and required.

### **REQUIRED**

- 16 years or older
- Valid Colorado driver's license
- Current CPR & First Aid Certification
- Acquaintance and skill with word processing and spreadsheet software
- Prior customer service experience
- Point of sale experience and accounting skills

### **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. Carbondale Recreation and Community Center hours to be covered are as follows: M-F, 6am to 9pm, Saturday 9am-5pm, Sunday 10-5pm. John M. Fleet hours to be covered are as follows (Memorial Day to Labor Day): Mon-Sun 10am-5pm. Additional hours may be required depending on department needs.

### **SUPERVISION RECEIVED:**

Directly Supervised by Recreation Coordinators who are supervised by Recreation Center Manager.

### **WORK ENVIRONMENT/PHYSICAL ACTIVITIES:**

This position involves working at the Carbondale Recreation & Community Center's front desk and/or the John M. Fleet Pool front desk, as well as all other Carbondale Recreation facilities and events. Work periods will be up to 8 hours. 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 front desk environment.

Physical tasks may involve the following: walking, standing, bending, sitting, lifting, cleaning, and computer work. EOA/AA/ADA