

**CITY OF OVERLAND PARK  
POSITION DESCRIPTION**

<b>TITLE:</b>	Customer Service Representative (Leisure Svcs)	<b>BAND/LEVEL:</b>	NE/00
<b>DEPARTMENT:</b>	Recreation Services	<b>JOB NO:</b>	9405
<b>DIVISION:</b>	Leisure Services	<b>DATE:</b>	10/26/15
<b>REPORTS TO:</b>	Assistant Director, Recreation Services	<b>FLSA STATUS:</b>	NE
<b>FULL-TIME:</b>	<b>PART-TIME: XX</b>	<b>TEMPORARY:</b>	<b>COST CENTER:</b> 520

**REPLACES:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

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**JOB SUMMARY STATEMENT:**

Provides customer service for Recreation Services programs and facilities. Reserves and processes program registrations and room reservations for city programs and facilities. Performs a variety of clerical duties such as typing correspondence, reports and other documents; establishing and maintaining files, records and logs. Provides administrative support in the Leisure Services division.

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**DUTIES AND RESPONSIBILITIES:**

1. Provides customer service for Recreation Services programs and facilities via telephone, walk-ins, mail, and e-mail. Acts as receptionist, greets visitors, answers telephone, records information on appropriate logs, answers requests for information from citizens or staff, refers callers to correct person for other matters, and takes and relays messages.
2. Reserves and processes facility reservations for two community centers, Arboretum, Deanna Rose Farmstead, athletic fields, Farmer's Market and tennis courts. Obtains details concerning request and checks availability of facility using e-trak reservation system. Enters reservations in the e-trak system, processes payment, generates permit for reservation and tracks required room rental paperwork for reservations.
3. Processes program registrations for city sponsored classes, summer enrichment classes, athletic leagues, aerobics, CPR classes, sports lessons, art classes, massages, Deanna Rose Children's Farmstead, community center memberships and outdoor pool memberships. Enters registration into computer system, processes payment, and generates confirmation letter for patron. Generates class rosters for instructors. Processes requests for program transfers, cancellations, and refunds.
4. Provides administrative assistance and support to other functions within the Leisure Services division and the Recreation Services Department. Types, proofreads, copies, distributes letters and correspondence, and prepares reports as needed. Receives and sorts mail, responds to Recreation Services emails, Leisure Services voicemail, and activates accounts in the "CLASS" system.
5. Maintains and reconciles daily cash reports. Balances cash drawer and creates bank deposit
6. Provides administrative assistance and support to the Aquatics division in the Recreation Services Department. Types, proofreads, copies, distributes letters and correspondence, and prepares reports as needed. Orders, inventories and maintains adequate office supplies. Maintains office equipment and arranges for repair when necessary. Assists in the hiring of the Aquatics Seasonal staff of 300+, to include: preparing PAR's, entering information in a shared spreadsheet, communicating important dates and information to staff.
7. Assists the Aquatics Supervisor in coding and payment of bills. Ensures prompt and accurate bill and payment processing. Reconciles monthly purchase card statements for the Aquatics maintenance technicians.
8. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with which interaction is required to accomplish work and employer goals.
9. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

## GENERAL QUALIFICATIONS

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### **EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:**

Basic education which includes courses in typing, general office practices, office machines and business communications or an equivalent combination of education and work experience. May be required to obtain and serve as a notary public. Must possess an appropriate, valid driver's license and maintain an insurable driving record.

### **EXPERIENCE:**

Two years clerical/customer support experience.

### **SKILLS:**

1. Oral and written communication skills
2. Basic math and accounting skills
3. Analytical skills
4. Organizational skills
5. Typing skills
6. Listening skills
7. Customer service skills (in person and over phone)
8. Proofreading skills
9. Must have a working knowledge of windows-based word-processing and spreadsheet software applications. Preference for Word and Excel.

### **MENTAL REQUIREMENTS:**

1. Ability to recognize and protect confidential information
2. Ability to organize files and effectively retrieve
3. Logical reasoning; sound judgment; and the ability to deal with sensitive situations in a tactful, empathetic manner
4. Alpha and numeric recognition
5. Ability to read and comprehend City codes, permit applications, and file information
6. Ability to comprehend computer software principles
7. Ability to compute basic math computations
8. Ability to work in a hectic environment with many interruptions
9. Ability to meet specific deadlines

### **PHYSICAL REQUIREMENTS:**

1. Ability to make and receive phone calls
2. Ability to drive and operate a city vehicle
3. Ability to operate a two-way radio
4. Visual acuity to read plans and diagrams
5. Ability to distinguish colors
6. Hand and eye coordination adequate to input computer, operate typewriter, credit card machine, cash register and/or cash drawer, scanner and camera equipment, adding machine, copiers and fax machine

### **SUPERVISORY RESPONSIBILITY (Direct & Indirect):**

None

**The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.**