

## CITY OF OVERLAND PARK POSITION DESCRIPTION

<b>TITLE:</b>	Customer Service Representative, Sr. (Leisure Svcs)	<b>BAND/LEVEL:</b>	Admin III
<b>DEPARTMENT:</b>	Recreation Services	<b>JOB NO:</b>	4035
<b>DIVISION:</b>	Leisure Services	<b>DATE:</b>	3/25/12
<b>REPORTS TO:</b>	Director, Recreation Services	<b>FLSA STATUS:</b>	NE
<b>FULL-TIME:</b> <u>XX</u>	<b>PART-TIME:</b> _____	<b>TEMPORARY:</b> _____	<b>COST CENTER:</b> 520

**REPLACES:** Customer Service Representative, Senior

**DATE:** 6/13/2010

---

### **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. Provides administrative support in the Leisure Services division. Creates and distributes weekly facility schedules, open gym schedules and calendars. Creates and edits ad hoc reports using a report writer. Serves as back-up System Administrator on the "Class" computer system.

---

### **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's Environmental Educational Visitor's Center, water gardens and Pavilion, Deanna Rose Farmstead's tours and birthday parties, park shelters, athletic/soccer fields, tennis courts and Farmers' Market. Obtains details concerning request and checks availability of facility using the "CLASS" computer system. Enters reservation in Facility Booking computer program, processes payment, generates permit for reservation.
3. Processes program registrations for city sponsored classes, summer enrichment classes, athletic leagues, aerobics, community center memberships and swim 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. Processes and administers scheduled payments for memberships.
5. Processes special requests for park facilities. Communicates with different city departments about the permits.
6. 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.
7. Creates and distributes the weekly facility schedules and calendars for the Matt Ross Community Center (MRCC), Tomahawk Ridge Community Center (TRCC), Arboretum, Environmental Education Visitor's Center, Park Shelters, Tennis Court Rentals, and Athletic Field Reservations.
8. Creates and distributes the weekly open gym schedule at MRCC and TRCC.
9. Bills and audits pre-approved accounts for facility reservations.
10. Creates and edits ad hoc reports using a report writer. Performs as back-up System Administrator on the "Class" computer system.
11. May reconcile daily cash reports. Creates bank deposit. May order, inventory, and maintain adequate office and first aid supplies.
12. 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.

**Title:** Customer Service Rep, Sr.  
**Cost Center:** 520  
**Date:** 3/25/12  
**Page** 2

13. 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**

---

### **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:**

Three 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. Ability to train and guide others
10. 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.**