



JOB POSTING

West Bloomfield Parks is looking for candidates to fill two part time **Customer Service Representative** positions at Connect, a West Bloomfield gathering place for those 50 years and older.

JOB SUMMARY:

Part Time Customer Service Representatives (CSRs) perform a variety of clerical tasks in support of the parks and recreation programs and services. Duties include, but are not limited to: answering phone calls in an office setting, assisting individuals in person and over the phone, processing Connect memberships and program registrations, making coffee, setting up or taking down tables and chairs, setting up program supplies, setting up or taking down ping pong tables, giving facility tours to new/potential members, writing up cancellation/refund requests, accepting payments/recording receipt of such monies, preparing various documents. Requires a lot of standing and working in a very busy, fast paced environment. Must have the patience and compassion to work with senior citizens.

For a complete job description with primary duties and responsibilities, as well as minimum qualifications, go to www.wbparks.org and click on About Us then Employment Opportunities.

HOURS: Part-time, 15-20 hours per week, approximately 3 days a week. Some short evening shifts available. On occasion, Saturdays or Sundays as needed for classes. Additional shifts may become available for special events or rentals. See job description for details. Limited to 1200 hours per calendar year.

HOURLY RATE: \$12.36-15.45/hour

START DATE: Open until filled

TO APPLY: To be apply for this position, **please submit a completed application and resume to:**

Human Resources, West Bloomfield Parks and Recreation Commission
4640 Walnut Lake Road
West Bloomfield, MI 48323
hr@wbparks.org

Blank applications are available at West Bloomfield Parks. Download a copy online at www.wbparks.org.



Recreation Activities Center
4640 Walnut Lake Road
West Bloomfield, MI 48323



www.wbparks.org



info@wbparks.org



248.451.1900



Job Description

Job Title: Part Time Customer Service Representative

Department: Recreation

FLSA Status: Part Time

Pay Grade: 5

Position Description Summary:

Part Time Customer Service Representatives (CSRs) perform a variety of clerical tasks in support of the Parks and Recreation Department. This position is responsible for answering phone calls in an office setting, assisting individuals in person and over the phone, processing program registrations, processing facility rental applications, writing up cancellation/refund requests, accepting payments/recording receipt of such monies, and preparing various documents.

Working Hours:

Typical work hours will be 6 or less hours between 8am-7pm, Monday-Sunday. Occasional shifts at West Bloomfield Parks events or to work weekend rentals may be assigned.

Essential Function(s) of the Position:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the level and/or class of this position.

- Responsible for answering phone calls and assisting individuals over the phone and in person.
- Provide courteous and accurate information to all levels of program participants, staff, program instructors, and the general public.
- Handle challenging situations in a tactful, courteous and respectful manner.
- Process program registrations and facility rental applications.
- Research and provide information to interested parties.
- Adapt and respond to multiple priorities and demands, while maintaining focus to execute daily or weekly tasks that accuracy and attention to detail.
- Maintain a neat appearance at all times.
- Responsible for reading facility rental schedules and reports, setting up room rentals, including setting up, and moving and storing tables and chairs.
- Open and close facilities as needed.
- Give more than satisfactory customer service to all customers.
- Work on assigned tasks in preparation for upcoming events and projects as directed.
- Greet class instructors or facility renters.
- Responsible for printing and issuing class attendance rosters.

- Enforce West Bloomfield Parks and Recreation policies, rules and regulations in a confident and controlled manner.
- Perform light custodial work such as, cleaning counters and office area, replacing paper towel, cleaning spills and accidents as needed.
- Adhere to Commission guidelines, policies and procedures.
- Other duties as assigned.

Education/Experience/Licenses/Certificates:

- High school diploma or equivalent.
- Two years of related customer service or clerical experience.
- Experience working in an office setting and able to deliver highly effective customer service (in person, email or phone).
- Proficient in Microsoft Word, Excel and Publisher preferred.
- Able to type quickly and accurately.
- Cash handling experience is preferred.
- Basic knowledge of RecPro is preferred.
- First Aid and CPR Certification within six months of hire in date.
- Valid State of Michigan Driver's License.

Knowledge, Skills and Abilities:

- Strong communication skills.
- Ability to express ideas clearly and concisely.
- Ability to multi-task and work in a fast-paced environment.
- Good organizational skills with emphasis on detail.
- Interpersonal skills to handle questions, complaints and concerns from the public and from employees in a professional manner.
- Ability to take the lead in handling customer requests and to furnish information to the general public.
- Ability to maintain excellent customer service skills.
- Ability to work independently, as well as with a team.
- Ability to exercise mature judgment & initiative in analyzing programs and recommending solutions.
- Possess basic math skills and have the ability to work a cash register/cash drawer.
- Be productive, courteous, flexible, resourceful and creative as well as have effective people skills.
- Ability to operate various pieces of office equipment including copier, printer and laminator.
- Must be professional in appearance.

Equipment, Machinery, Tools and Vehicles Used:

Office equipment including computer, fax machine, large capacity printer, park van, etc.

Physical Demands:

This position is primarily an office position therefore must be able to sit for long periods of time at a computer work station, typing and making phone calls. Some field time required so must be able to stand for periods of time and withstand the outdoors for some periods of time, in all elements. Must be able to lift 25 pounds.

Working Conditions:

Must be able to work in a fast-paced environment and able to meet various deadlines. May be required to travel within the Township with exposure to extreme heat/cold, fumes, traffic hazards and the like.

Reporting Relationships:

A person in this position will report to the Recreation Superintendent.

I have reviewed and understand the above job description and believe it to be accurate and complete and that I can successfully fulfill each duty or task. I also agree that Management has the right to change this job description at any time.

Employee Signature

Date

Executive Director Signature

Date

This position description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all duties that may be performed by an employee so classified. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. This document is not intended to be a contract between the employee and employer.