

POSITION TITLE: Customer Service Specialist

DEPARTMENT: PARKS & RECREATION

**CITY OF
BOWLING GREEN**

REPORTING RELATIONSHIPS

Business Office Supervisor (P & R)

POSITION REPORTS TO

DIRECT REPORTS BY TITLE: _____

None

DIRECT: 0

INDIRECT: 0

POSITION FUNCTION

This position is responsible for planning, promoting, publicizing and implementing assistance and support to the Parks & Recreation Department and customer service at the BG Training and Community Center

JOB RESPONSIBILITIES

Inputs and maintains registration and reservation records, program planning forms, household information, processes pass sales and renewals, gift certificates and renewal notifications, handles locker and facility rental details, point of sale transactions, formats and types letters, reports and charts and other clerical duties as needed to support the parks and recreation department and community center.

Prepares and generates reports, rosters, and daily receipts; prepares and delivers daily bank deposits and transaction reports.

Assists the general public with questions, forms, reservations, rentals, social media and telephone inquiries, pass sales and daily admissions to park facilities and serves at the front line customer service entity for the parks and recreation department and community center.

Interacts with staff from other departments, elected officials, and the general public independently, in person, electronically, or by telephone in order to respond to inquiries, receive and document complaints and service requests, and resolve problems; may deal with sensitive and confidential personnel matters

Assists with marketing and public relations related to parks and recreation programs, facilities and services including electronic and social media, email blasts, brochures and flyers, electronic message boards, and written communications with the public and media.

Greets patrons at the BG Training and Community Center, provides center tours to prospective patrons and answers inquiries about passes, opens and closes the center, acts as liaison with other agency partners, coordinates the master calendar and is responsible for basic operations of the facility to meet customer needs. Notifies supervisor in a timely fashion of issues with the building or operations that may hinder patron enjoyment of the facility.

Assists the Aquatic/Fitness manager with training aquatic staff on pass sales, point of sale and daily admission procedures, software, reports and pass processing during the operation of the BG City Pool and Waterpark

Utilizes the ability granted to them by the Director to waive fees, grant refunds and process sponsored and partner programming and solve customer issues in a timely fashion; alerts supervisors to need for follow-up on those issues that cannot be resolved by Administrative Assistants.

Performs other related duties as assigned

PHYSICAL REQUIREMENTS

Job requires incumbent to sit, talk/hear and use hands to finger, handle or feel, problem solve and think clearly. Must be able to focus clearly at 20 inches or less and lift up to 25 pounds.

REQUIRED SKILL SETS	
<p>Occupational/Technical Skills</p> <p>Ability to use spreadsheet, database, word processing and selected job-specific software</p> <p>Must maintain a valid Ohio Driver's License and have the ability to drive</p> <p>Maintain current CPR/AED and First Aid certification</p> <p>Administrative Skills</p> <p>Ability to analyze and resolve situations and problems</p> <p>Ability to organize work, set priorities and meet critical deadlines with a minimum of direction</p> <p>Ability to set goals and develop strategies and schedules for meeting them</p> <p>Ability to use techniques of effective time management</p> <p>Ability to handle multiple priorities and projects</p> <p>Ability to process paperwork effectively</p> <p>Ability to use a computer terminal to accurately and rapidly enter and retrieve data and information</p> <p>Knowledge of filing methods and records management techniques</p> <p>Knowledge of modern office equipment and electronic media</p> <p>Cognitive Skills</p> <p>Ability to deal with a variety of concrete variables in situations where significant standardization exists</p> <p>Ability to identify problems, recognizing symptoms, causes and alternative solutions</p> <p>Ability to make timely, sound decisions</p> <p>Knowledge of methods and techniques of research</p> <p>Ability to perform standard business arithmetic, including percentages and decimals</p> <p>Ability to draw accurate conclusions from financial and numerical material and written reports</p>	<p>Ability to research, compile and summarize a variety of informational and statistical data and materials</p> <p>Knowledge of basic budgetary principles and practices</p> <p>Ability to develop original, unusual, successful approaches</p> <p>Ability to process or generate information without either overlooking important items or getting enmeshed in technicalities.</p> <p>Communications Skills</p> <p>Ability to let people know of decisions, changes, and other relevant information in a timely fashion</p> <p>Ability to speak effectively one-to-one</p> <p>Ability to speak effectively before groups and to respond to questions</p> <p>Ability to deliver effective presentations</p> <p>Ability to demonstrate attention to and convey understanding of the comments or questions of others</p> <p>Ability to use appropriate style, format, and tone in informal and formal business communications</p> <p>Knowledge of correct English usage, including spelling, grammar, punctuation and vocabulary</p> <p>Ability to prepare clear and concise reports, correspondence and other written materials</p> <p>Interpersonal Skills</p> <p>Ability to use tact and discretion</p> <p>Ability to develop and maintain smooth, cooperative working relationships with peers, subordinates, and superiors</p> <p>Ability to deal courteously and diplomatically with the general public</p> <p>Ability to maintain issue confidentiality</p> <p>Ability to arrive at constructive solutions while maintaining positive working relationships</p>

DESCRIPTION OF WORKING CONDITIONS

Work is typically performed at an open customer service desk and is subject to pressure from deadlines and problem solving and distractions from patrons and potential customers. Work schedules may be irregular involving night and or weekend shifts

EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS

Two year associate degree or equivalent; three to five years progressive experience including front line customer service, social media, electronic data entry and clerical support; a valid Ohio Driver's License; or any combination of education, training and work experience which provides the required skill sets to perform the essential functions of the job.

The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This Position Description is intended to identify and illustrate the kinds of duties that may be assigned to its incumbents. It should not be interpreted as describing all of the duties that may ever be required of such an employee, or be used to limit the nature and extent of assignments such individuals may be given.