

## **SOUTH WINDSOR PARKS & RECREATION DEPARTMENT**

### **JOB DESCRIPTION**

**JOB TITLE: Customer Service Agent (CSA)**

**REPORTS TO: Administrative Operations Manager and Assistant Director Of Parks and Recreation**

### **PURPOSE**

To provide effective quality services that meet internal and external customer needs and expectations in a professional manner.

### **GENERAL FUNCTION**

Under the direction of the Administrative Operations Manager, the CSA is responsible for assisting in all phases of general office functions. This position is responsible for completion and/or implementation of administrative, programmatic, and service oriented tasks.

*This is an 10am-2pm Monday-Wednesday position from January 3, 2022 - April 6, 2022. Then is a 10am-2pm Monday-Friday position from April 11, 2022 - August 26, 2022.*

### **KNOW HOW**

The CSA should be a motivated, team player, with good communication skills, and express a willingness to work with individuals of all ages. The CSA should be flexible and have an understanding of computers, recreation, and customer service. Minimum of six months prior experience in customer service related position. The CSA should have a high school diploma or equivalency. Knowledge of Recdesk Software preferred but not required.

### **JOB RESPONSIBILITIES**

#### **Administrative Duties**

- Assist customers at the counter, as a first responder, in processing registrations; facility reservations; inquiries.
- Answer telephones as needed.
- Make telephone calls as needed.
- Check and maintain office email twice a day
- Check and maintain office voice-mail twice a day.
- Maintain registration/reservation software (Recdesk):
- Merge duplicate households

- Close completed activities
- Verify program information is correctly displayed for registrations.
- Track program and facility wait list and follow up as opportunities arise
- Confirm facility reservation weekly (from both customer and staff coverage perspective)
- Post weeks worth of daily schedules for community center on lobby bulletin board & front office
- Assist in posting to department web site
- Organize and stock office closet and storage area.
- Run errands for office or programmatic needs.
- Open, close, and assist with maintaining the Rotary Pavilion schedule during daytime office hours.
- Organize, file, copy, sort and maintain office correspondence, flyers, forms, registrations etc.
- Responsible for cleaning office area, storage facilities etc.
- Create and maintain office bulletin board on a monthly basis.
- Maintain Central Information Binder.
- Operate standard office equipment (Computer; Fax; Copiers; Credit Card Terminal; etc).
- Responsible for general clerical, copying, and word processing duties.
- Maintain records of equipment inventory.
- Interact directly with parents, program staff, school officials, and Parks & Recreation Department staff as required.
- Inspect, repair, and maintain facilities and equipment for safety purposes on a regular basis.
- Takes the initiative in ordering supplies as needed and follows through to see that these arrive and are inventoried as received.
- Responsible for adhering to policies regarding petty cash, purchase orders and vouchers.
- Will enforce and abide by all Town and Parks & Recreation Department policies and procedures.
- Notify customers of missing forms, payments due, and other programmatic information as needed.
- Responsible for generating, promoting, printing and distributing programmatic information.
- Process incoming mail daily (pick up, sort and distribute).
- Process outgoing mail daily (post mark; deliver to on-site location).

### **Other Responsibilities**

- Act in a professional manner at all times.
- May be required to wear staff shirt and/or name tag, and required to dress in a professional manner at all times.
- Covering the office during full staff meetings.
- Drive the van when necessary

- Accepts the responsibility to work beyond job description as situations arise.

### **Necessary Special Requirements**

Possess a valid Connecticut Motor Vehicle Operator's License

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Part-time position with a maximum of 25 hours per week possible (expected).

While performing the duties of this Job, the employee is frequently required to walk, sit and talk or hear; use hands to finger, handle or feel object, tools or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl; and may be infrequently required to run, swim, skate or ski.

The employee must occasionally lift and or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus. Hand-eye coordination is necessary to participate in recreation leadership activities when required, and to operate a personal computer and other office instruments. The noise level in the work environment is ranges from quiet to moderate while in the office, and moderate to high while in the field.