



## **TOWN OF SURFSIDE CUSTOMER SERVICE REPRESENTATIVE (Parks and Recreation)**

**DEPARTMENT:      PARKS AND RECREATION**

**NON-EXEMPT**

### **GENERAL DESCRIPTION:**

Under the general supervision of the Parks and Recreation Director, and/or close supervision of the Assistant Parks and Recreation Director, performs clerical, secretarial and administrative work in answering phones, assisting the public, providing customer assistance, cashiering, and program registration.

### **ESSENTIAL JOB FUNCTIONS:**

1. Assists with tasks involving the front desk, program registrations, answers phone, additional clerical duties assigned by supervisor.
2. Provides assistance, is knowledgeable, and operates Rectrac for all Parks and Recreation registrations and other standard office equipment.
3. Assists the public and answers questions; responds to inquiries from employees, citizens and others; refers, when necessary, to appropriate persons.
4. Serves as cashier for program registrations, room rentals, and other Parks and Recreation events and/or activities.
5. Assists with daily deposits and processes adjustments, reverse charges, and refunds / household credits.
6. Receives, stamps, and distributes incoming mail. Processes outgoing mail.
7. Assists with scheduling of programs and room set-up.
8. Duplicates and distributes flyers, brochures, notices, newsletters, etc.
9. Promotes various recreation programs and activities.
10. Assists public with use of Parks and Recreation facilities.
11. Operates digital camera and issues resident ID cards.
12. Assists with training of new staff.
13. Acts as a liaison between independent program instructors and department supervisors (i.e. adult program instructors).
14. Performs data entry.
15. Performs other duties as assigned.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related marginal duties as required.)

**MINIMUM QUALIFICATIONS:**

**KNOWLEDGE, ABILITIES AND SKILLS:**

- Knowledge of business English and arithmetic.
- Knowledge of office terminology, methods, practices and procedures and ability to operate standard office equipment.
- Knowledge of Rectrac, Microsoft Office, Excel, Word, Publisher, Power Point, internet, and Outlook.
- Ability to work with minimum supervision.
- Ability to assist with all Parks and Recreation registrations.
- Ability to understand and follow oral and written instructions.
- Ability to establish and maintain effective working relationships with fellow employees, superiors, and the general public.
- Must be available to work nights, weekends, and/or holidays.
- Ability to take notes and be able to attend required night meetings when requested.
- Ability to make mathematical calculations with speed and accuracy.
- Knowledge of Parks and Recreation programming and operation.
- Ability to communicate information tactfully and impartially.

**EDUCATION AND EXPERIENCE:**

High school graduation or possession of an acceptable equivalency diploma; one (1) year general clerical and accounting experience. Must have excellent keyboard skills and proficiency with a varied range of computer application programs such as Microsoft Office, Word, Excel, Power Point, Outlook, etc.

(A comparable amount of training, education or experience can be substituted for the minimum qualifications.)

**LICENSES, CERTIFICATIONS OR REGISTRATIONS:**

None.

**ESSENTIAL PHYSICAL SKILLS:**

- Tasks involve standing, walking, light lifting (up to 40 pounds) and extended periods of time at a keyboard.
- This job includes close vision and the ability to adjust focus.
- The employee is occasionally required to walk; use hands and fingers, handle and/or operate objects, tools, or controls; and reach with hands and arms.

**ENVIRONMENTAL CONDITIONS:**

- Work is conducted inside and/or outside an office environment.
- The noise level in the work environment can be moderately noisy.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

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Revision History: 10/21/2008; 10/22/2008; 4/10/2012; 1/21/2021; 10/10/2023

**This job description does not constitute an employment agreement between the Town of Surfside and the employee. It is used as a guide for personnel actions and is subject to change by the Town as the needs of the Town and requirements of the job change.**

Approved:

Town Manager's Signature:  \_\_\_\_\_