



**City of Mason**  
**Employment Opportunity**  
**For**  
**Customer Service Representative**

<b>Hiring Range:</b>	<b>\$12.00 to \$17.00 DOQ</b>	<b>Classification:</b>	<b>Assistant</b>
<b>Reports To:</b>	<b>Program Supervisor</b>	<b>FLSA:</b>	<b>Non-Exempt</b>
<b>Posted:</b>	<b>02/14/2022</b>	<b>Department:</b>	<b>Parks &amp; Recreation</b>
<b>Working Hours:</b>	<b>Flexible</b>	<b>Status:</b>	<b>Part-time</b>

**General Statement of Duties and Distinguishing Features of Class**

Responsible for the admittance of patrons into the facility and providing quality customer service to patrons visiting the facility and the general public.

**Examples of Work (Illustrative Only)**

- Promotes positive and respectful interactions between patrons and employees.
- Assures that all patrons have entered the facility in accordance with policies & procedures (i.e., paid admissions, age requirements, etc.).
- Exhibits general knowledge of the facility, programs and services, and the ability to answer patron inquiries in person and over the telephone.
- Correctly follows all opening and closing procedures, including: balancing of cash drawer, counting and preparing money for bank deposit and completing all necessary paperwork/reports.
- Maintains a clean, neat working area.
- Operate various office machines and equipment, as needed.
- Prepares and maintains administrative records and paperwork as requested.
- Attends in-service training sessions and/or staff meetings as requested.
- Uphold the policies and procedures of the City of Mason and Parks & Recreation Department.
- Display knowledge of the department's *Infectious Material & Exposure Incident Policy* and facility Emergency Action Procedures.
- Administer and record any necessary first aid/victim care within the level of emergency training.
- Demonstrates knowledge of all emergency procedures throughout the recreational areas.
- Performs related duties and responsibilities as required.

**Skills, Knowledge, and Abilities: The following is preferred**

- Possess general computer knowledge and experience with Microsoft software platforms.
- Ability to acquire and maintain current certification in American Red Cross *Standard First Aid and CPR*
- Ability to communicate with the public on the telephone and in person
- Possess experience in working with money and preparing reports
- Ability to follow oral and written directions
- Ability to work a flexible schedule (including evenings, weekends & holidays)

**Physical Requirements**

Work in a recreational/office environment, frequent walking and standing; ability to lift/carry objects up to 30 pounds, stoop and crouch, sit or stand for extended periods.

I understand that I am applying for employment at will, and nothing in this job description and no oral statements made to me in connection with this job description can be construed as a contract of employment.