



**City of Mason**  
**Employment Opportunity**  
**For**  
**Seasonal Specialist / Customer Service**

**Hiring Range: \$15.97 to \$21.63 hr. DOQ**  
**Reports To: Program Supervisor**  
**Posted: TBD**  
**Working Hours: 40 hrs. Per week**

**Classification: Classified**  
**FLSA: Non-Exempt**  
**Department: Parks & Recreation**  
**Status: Seasonal**

---

---

**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. This is a seasonal position that may last up to 6 months. The ideal candidate will need to be flexible to work in all areas of the community center, including the new Aquatic Center, depending on the current need. Full-time and overtime hours available during this seasonal opportunity.

**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 assigned.



**City of Mason**  
**Employment Opportunity**  
**For**  
**Seasonal Specialist / Customer Service**

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

- Ability to acquire and maintain current certification in American Heart Association *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.
- This is a high public contact position.
- ability to lift/carry objects up to 30 pounds.
- Ability to stoop, and crouch, sit or stand for extended periods.
- Auditory acuity to hear, individuals, cell phones, telephones, alarms, etc. with or without reasonable accommodation.

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.