

Department: Parks and Recreation
Position: **Customer Service Lead**
Accountable To: Pool Manager, Parks/Rec. Director
Supervision exercised: Customer Service Staff
Position Objective: Maintains day-to-day customer service operations
Appointment Type: Seasonal Part-time
Salary: \$11.60+ per/hour DOE, incentives available for applicants certified as American Red Cross Lifeguard, Water Safety Instructor or Lifeguarding Instructor

Duties and Responsibilities:

The following duties are intended to be illustrative only and are not necessarily inclusive:

On shift supervision of customer service staff, provides breaks as required, and ensures proper cash handling procedures are followed. Collection of revenues from daily admissions, registrations and concessions. Responsible for cleaning office, lobby and concession areas. Assist with attendance, program and financial records. Assist patron discipline and emergency procedures. Assist with concession stocking and inventory. Performs other duties as assigned.

Skills:

Strong interpersonal skills, knowledge of facility policies and procedures and the ability to perform basic math. Must have the ability to operate cash registers, computers, copy machines and digital phone system. Ability to establish and maintain working relationships with program participants, employees and the public.

Mental Demands:

Ability to maintain composure and act responsibly in stressful situations.

Experience

One year of customer service experience. Experience at an aquatic facility is preferred.

Education:

No requirements

Working Conditions:

Ability to work for prolonged periods of time in a confined area. Exposure to blood and other body fluids may occur.

Physical Demands:

Ability to stand for long periods of time. Ability to move or lift equipment or supplies of up to 50 lbs.

Contacts:

Pool staff, parks and recreation staff, other city employees and the general public.

Special requirements:

Must be at least 18 years of age. May be required to successfully pass a post-job offer drug screening and background check.