

**CITY OF REDWOOD FALLS  
POSITION DESCRIPTION**

**CUSTOMER SERVICE REPRESENTATIVE/BUILDING SUPERVISOR (full-time & part-time)**

**DEPARTMENT/DIVISION:**

Parks & Recreation

**SUPERVISOR:**

Parks & Recreation Director

**LOCATION:**

Redwood Area Community Center

**CLASSIFICATION:**

Full-Time or Part-Time, Non-Union, Non-Exempt

**DATE:**

November, 2011

**Summary of Position:**

Responsible for overall administrative support and customer service activities associated with the Community Center, Recreation and Parks. Maintains a wide variety of information, records and files related to the Parks & Recreation Department. Performs secretarial and clerical duties, supervises safe use of the Community Center and performs light housekeeping and facility set up as necessary.

**Statement of Tasks:**

1. Manage customer service activities via various means.
2. Receives and routes incoming calls and visitors and assists the public with inquiries and questions relative to the Community Center, parks and recreation activities and facilities.
3. Perform secretarial and clerical duties.
4. Collect daily participation fees.
5. Assist with rental requests.
6. Supervise hallways.
7. Complete point of sale transactions (i.e. programming registrations, membership sales, shelter reservations and campground reservations).
8. Perform light housekeeping in the Community Center as may be necessary to insure general cleanliness of facility.
9. Assist with preparation of facilities for scheduled programs. Assists with floor layouts and sets up partitions, chairs, etc. as needed.
10. Assist with any emergency that may occur in the Community Center.
11. Responsible for open and closing procedures at the Community Center as appropriate for shift.
12. Observe compliance of Community Center policies and procedures by visitors and members and enforce. (i.e. verify fitness center equipment is being used correctly and they are checked in).
13. Maintain log of activities during shift. (part-time)
14. Prepare Community Center daily deposit. (full-time)
15. Prepare documents for activity registrations and flyers for programs. (full-time)
16. Track and secure new employee enrollment documents. (full-time)
17. Coordinate with wedding and birthday party package rentals to finalize plans for their event. (full-time)
18. Updates bulletin boards and display boards. (full-time)
19. Complete locker rental checks and reminders. (full-time)
20. Maintains and oversees office supply inventory and purchasing. (full-time)
21. Other duties as may be assigned.

**Qualifications & Requirements:**

Must be a high school graduate or equivalent with a post-secondary education desirable. Previous experience with demonstrated secretarial, reception skills, and customer service required. Strong verbal, written, assertiveness, and customer service skills required to work tactfully with the public and be assertive in enforcing policies required. Strong

organizational skills and ability to manage several duties simultaneously also required. Basic computer skills are required with knowledge of modern office equipment, practices and procedures. Employees must be flexible in work schedule, including evenings and weekends. Ability to effectively plan, organize and execute work duties.

Ability to be knowledgeable of all information regarding the Park & Recreation Department in a short period of time. Must be able to read sport/tournament schedules and brackets and facilities schedules. Knowledgeable of all program course descriptions, City parks and campground. Ability to clearly communicate policy and procedures and enforce.

While performing the duties of this job, the employee is frequently required to sit, talk and hear, use hands and fingers to handle or feel objects, tools, or controls and to reach with hands and arms.

The employee must be able to lift 50 lbs. Specific vision abilities required by this job include close vision and the ability to adjust focus. Must be able to kneel, bend at the waist, and work in a standing or sitting position for long periods.

Must be capable of comprehending and receiving and giving instructions through verbal and written means.

**Pay Grade:** 3 (full-time)  
Part-time

*For informational purposes only; does not constitute a contract.*