



## Internal/External Position Vacancy

**Position:** Customer Service Coordinator, Liberty Park  
**Classification:** Part-Time, Hourly, Non-Exempt  
**Salary Grade/Range:** Salary Schedule C

**Benefits:** Ohio Public Employees Retirement, Sick Leave

**Profile:** Under direction of the Chief of Customer Service, assist with the day-to-day operations of Liberty Park Nature Center and provide customer service to park staff, volunteers and the public. Provide park information and direction to visitors in person, by telephone and by e-mail. Answer phones and respond to e-mails. Distribute maps, brochures and other materials. Coordinate site visit reservations. Prepare and send out program confirmation information and pre-visit packets for programs. Coordinate spree programs, i.e., Spree For All, Summer Biking Spree and Fall Hiking Spree, statistics and paperwork. Facilitate program registration needs for the center. Develop volunteer schedule and coordination of customer service volunteers for center. Train and supervise volunteers. Assist in program preparation and special events at the center. Complete administrative duties, including work orders, compiling purchasing orders and coordinating equipment and IT needs. Manage master calendar for the center. Cross-train for customer service desks at F.A. Seiberling Nature Realm Visitors Center.

**Qualifications:** High school diploma or equivalent. In depth customer service skills typically acquired through advanced customer service training or 3+ years' work experience. Communication skills: oral, written and telephone. Ability to demonstrate flexibility and the ability to adjust priorities to meet changing needs. Must be accustomed to interruptions and a busy work environment. Excellent interpersonal skills; ability to work with a wide variety of personalities; ability to deal with the public and staff with tact, courtesy and diplomacy. Ability to handle multiple tasks simultaneously. Must possess strong organizational skills and demonstrated ability to prioritize projects and meet deadlines. Ability to work both independently and as part of a team. Computer skills, including proficiency in Microsoft Office products and the use of varied software applications. Valid Ohio driver's license and clear driving record, background check and fingerprinting.

**Conditions of continued employment:** Must successfully complete a probationary period.

**Contact:** Please submit a letter of inquiry and resume by mail to: Human Resources  
Summit Metro Parks, 975 Treaty Line Road, Akron, OH 44313-5898  
or by email at [employment@summitmetroparks.org](mailto:employment@summitmetroparks.org)

**Posting Date:** September 18, 2017

**Closing Date:** Open until filled or withdrawn.