



**JOB DESCRIPTION**

**STATUS OF EMPLOYMENT:**

**SALARY CLASSIFICATION:**

**BENEFITS:**

**Customer Service Representative**

**Casual**

**Hourly, Non-exempt, Grade 2 I**

**Public Employees Retirement System (OPERS)**

**GENERAL STATEMENT OF DUTIES:**

Under direction of the Chief of Customer Service, serve as a customer service representative at the Administrative Office and/or the park district's Visitors Centers covering the information desk and gift shop. Provide customer service to park staff, volunteer's and the public.

**SUPERVISION RECEIVED:**

Reports to the Chief of Customer Service.

**DUTIES AND RESPONSIBILITIES:**

- Assist with the day-to-day operation of Visitors Centers and/or Administrative Office.
- Provide customer service, 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.
- Resolve conflicts and complaints; track visitor feedback and recommendations. Keep count of number of visitors. Restock brochures and other materials.
- Handle retail sales at gift shop. Remit money for sales with receipt and paperwork for cash and credit card machine.
- Process site visit reservations. Prepare, process and send out program confirmation information and pre-visit packets for programs.
- Provide information and rewards for various spree programs.
- Work closely with volunteers for the information desk and gift shop. Inform volunteers of updates, changing information and training needs.
- Assist with inventory maintenance of spree supplies.
- Assist in maintaining attendance records, daily work documents and program attendance statistics.
- Respond to inquiries and schedule reservations for lodges and picnic shelters; process reservation payments and changes; handle notifications to the field and ranger offices.
- Comply with safety and risk management programs of Summit Metro Parks.
- Assist with the maintenance of procedural manuals for areas of responsibility.

- Flexible work hours includes evenings, weekends, and holidays, as required.
- All other duties as assigned.

**Qualifications:**

Specific knowledge, training or skills required to perform the duties of this position. Specific concepts, courses, training programs or required certifications:

- High school diploma or equivalent.
- Demonstrated ability in general office and customer service skills typically acquired through formal training beyond high school. Knowledge of office systems and protocols.
- Computer skills: demonstrated ability to learn and operate various software programs, including Microsoft Office, Lotus Notes, and other word processing, spreadsheets, databases, etc. Understanding and ability to work in LAN, knowledge of email, file attachments, and electronic communications. Knowledge and ability to use internet for work related purposes.
- Strong customer service, oral communication and good listening skills. Ability to speak and write clearly, concisely and persuasively using correct grammar, spelling and punctuation with the ability to communicate one-on-one or in a group.
- Energetic, pleasant, helpful, mature, and professional demeanor. Must be willing to adapt to change with a positive attitude.
- Ability to develop and maintain effective working relationships with fellow employees and park district patrons.
- Strong interpersonal skills: ability to relate to all types of people with tact/diplomacy.
- Ability to exercise good judgment. Exhibits self-control in difficult situations.
- Strong ability to effectively multi-task in a sometimes fast-paced office environment.
- Extensive knowledge of Summit Metro Parks and the Greater Akron area preferred.
- Demonstrates attention to detail; strong requirement for accuracy and organization.
- Written and oral communication skills that include the correct and accurate use of grammar, spelling, etc.
- Ability to operate a variety of office equipment: phones, fax, copiers, computers, etc.
- Must have access to reliable transportation and a Valid Ohio Drivers' license with clear driving record.
- Demonstrated emotional intelligence to include: demonstrated self-awareness and accurate self-assessment, demonstrated sensitivity and empathy, demonstrated openness, reliability and consistency. Proven track record of establishing and maintaining critical relationships internally and externally. Demonstrated trust, integrity and credibility.

**Essential Physical Demands and Working Environment:**

- While performing the duties of this job, the employee is regularly required to stand, walk (often on uneven terrain), talk and hear. The employee frequently is required to use hands to finger, handle or feel and is required to reach with hands and arms. The employee is required to sit; climb or balance; stoop, kneel, crouch or crawl; taste or smell. The employee must regularly lift and/or move up to 25 pounds.

**Previous positions that are necessary background experience to qualify for this position:**

- Customer service and retail experience preferred.

**CONDITIONS OF CONTINUED EMPLOYMENT:**

- Must successfully complete a one-year probationary period.