



Pleasant Valley Recreation and Park District Job Description

Job Title: Customer Service Representative I/II
Department: Various
Reports To: Various
FLSA Status: Non-Exempt

Category: Staff
Prepared Date: June 2009
Approved by: Board of Directors
Approved Date: July 1, 2015

SUMMARY: Under general supervision, performs a variety of routine to complex customer service functions including providing information; researching problems; processing reservations, registrations and fees; receiving payments and issuing applicable permits; by telephone, online and in person; acts as liaison between customers and staff; performs a variety of routine clerical support duties; and performs related duties as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Includes the following, with a focus of quality customer service being primary for all positions. Perform other duties as assigned.

- Use of cash register in day-to-day operations and accurately reconcile daily cash register report.
- Verify daily transactions, receipts, checks, and cash in preparation of daily bank deposit.
- Provide customer service by serving as the first point of contact; and is responsible for determining the customer's needs and providing appropriate information or directing customers to the appropriate area/individual for further assistance; respond to various questions and inquiries regarding District services, classes, parks and facilities; research and resolve problems in response to customer and staff requests.
- Accurately complete all necessary reservation/registration forms, receipts, permits, insurance, and credits with appropriate cash, credit card, or check transactions and enter these transactions into the reservation/registration program with the appropriate forms for accounting.
- May assist staff with the processing of public record requests.
- Perform a variety of general administrative and clerical duties in support of the Division and sort and process incoming and outgoing correspondence; maintain office supplies; prepare correspondence and other written materials including typing, copying and faxing information as requested.
- Prepare weekly schedule and report for all weekly District facility usage and prepare monthly report of facility usage.
- Create and maintain a variety of logs and other records, including certificates of insurance; conduct research on returned mail; data entry of address and name changes.
- May be assigned to create, transcribe, and distribute meeting agendas and minutes, maintain paper copy and electronic copies on the District IT server and website.
- May serve as back up to Payroll and Accounting.

OTHER SKILLS AND ABILITIES: Requires knowledge and use of standard and accepted office operations and clerical procedures, methods and practices; English usage, spelling, grammar, and punctuation; business letter writing techniques. Familiar with and use methods and techniques of outstanding customer service; methods and techniques of proper phone etiquette; office procedures, methods, and equipment.

CSR I is the journey level classification in this job series. Incumbents perform a variety of clerical duties requiring the application of specialized program knowledge in support of on-going operations and services.

CSR II is the advanced journey classification in this job series. Incumbents perform support duties requiring interpretation of rules and regulations and assessment of individual circumstances to determine appropriate course of action(s).

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



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- Thorough knowledge of: modern office methods and practices; record maintenance systems; letter writing and report compilation and public contact techniques.
- Considerable knowledge of: the operations, procedures and practices used in support of the function to which assigned; techniques to expedite or improve clerical tasks and record processing; correct English usage, spelling, grammar and punctuation.
- Working skills: depending on assignment, incumbents may be required to demonstrate a certain prescribed proficiency in typing or equivalent word processing/data entry and/or note taking/transcribing dictation.
- Thorough ability to: perform and coordinate moderately difficult and responsible clerical work with little or no direct supervision; set up and maintain records and filing systems; extract information from a variety of sources; operate a variety of automated office equipment; accurately perform and proof the transfer of information from one document to another; establish and maintain cooperative working relationships; understand, follow and convey written and verbal directions.

EDUCATION and/or EXPERIENCE: Must have a high school diploma or general education degree (GED); and two (2) years (CSR I) or three (3) (CSR II) of experience gained within recent years, which involved direct customer service and operation of a personal computer and peripheral equipment; and requires one to two years' experience working with public and/or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS: Position may require an average amount of driving, therefore, must have daily access to a vehicle, and possess a valid California driver's license, and maintain appropriate insurance on vehicle used in the course of business duties. Position may involve driving to events as a representative of the District. CPR and First Aid Certification required no later than six (6) months after employment. Successful completion of tuberculosis, drug and alcohol screening and criminal justice fingerprint clearance/background check required.

PHYSICAL DEMANDS: Mobility: Frequent use of office equipment; frequent sitting for long periods of time; occasional bending or squatting. Lifting: frequently up to 10 pounds; occasionally up to 25 pounds. Vision: constant use of overall vision, frequent reading and close-up work; occasional color and depth vision. Dexterity: frequent repetitive motion; frequent writing; frequent grasping, holding and reaching. Hearing/Talking: frequent hearing and talking, in person and on the phone. Emotional/Psychological: frequent concentration; frequent public and/or coworker contact; occasional working alone. Environmental: frequent exposure to noise.

WORK ENVIRONMENT: Work is performed in a typical temperature controlled office environment subject to typical office noise. The positions will mostly be in a fast paced office environment requiring the ability to multi-task. Positions may require rare/occasional overtime or schedule adjustments due to special events.