



CUSTOMER SERVICE REPRESENTATIVE I

PROMOTIONAL OPPORTUNITY

Full Time Non-Exempt
Hourly Rate \$23.54 - \$30.60
Applications Due By September 23, 2026 @5:00 pm

The ideal candidate is a current District employee who is friendly, dependable, organized, and enjoys working with the public. They are comfortable working in a fast-paced office environment where priorities and customer needs can change throughout the day. The successful candidate will have strong attention to detail, particularly when handling payments, registrations, reservations, and records, and will be comfortable learning and working in multiple computer systems. They should be an effective communicator, a collaborative team member, and someone who can take initiative to research questions and resolve routine customer concerns.

JOB 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:

- 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.
- May be required to participate in employee committees.
- Perform other related duties as assigned.

QUALIFICATIONS

Education and Experience:

Must have a high school diploma or general education degree (GED) and one (1) year of experience gained within recent years, which involved direct customer service and operation of a personal computer and peripheral equipment and requires experience working with public and/or equivalent combination of education and experience.

Special Qualifications:

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.

Knowledge, Skills, and Abilities:

- Knowledge of modern office methods and practices; record maintenance systems; letter writing and report compilation and public contact techniques.
- 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.
- Must be skilled in a certain prescribed proficiency in typing or equivalent word processing/data entry and/or note taking/transcribing dictation.
- 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.
- Ability to establish and maintain cooperative working relationships.
- Ability to understand, follow, and convey written and verbal directions.

PHYSICAL DEMANDS

The work is categorized as light. Additionally, the following physical abilities are required:

- 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 multitask. Positions may require rare/occasional overtime or schedule adjustments due to special events.

APPLICATION AND SELECTION PROCESS

Application:

Applications must be submitted online at www.pvrpd.org. This is promotional recruitment and all current District employees who meet the minimum qualifications are encouraged to apply.

Applications will be reviewed based on the information provided. Candidates whose qualifications most closely align with the needs of the District will be invited to participate in the selection process. Not all applicants meeting the minimum qualifications are guaranteed advancement. Applications must be complete; incomplete or inaccurate applications may be disqualified.

Oral Appraisal Board:

Qualified candidates will participate in an Oral Appraisal Interview designed to evaluate job-related knowledge, skills, and abilities. The Oral Appraisal Board is tentatively scheduled for the week of September 28th. Candidates will be scored by a panel, and final scores will be based on a composite of the panelists' evaluations.

Apply Immediately

Applications Due: Wednesday, September 23, 2026, at 5:00 pm.

How to Apply

Submit a District application and supplemental materials online at:

www.pvrpd.org

Applications may also be submitted via mail, or in person:

Pleasant Valley Recreation & Park District

Attn: Human Resources

1605 E. Burnley Street

Camarillo, CA 93010

Phone: 805-482-1996 x113

Email: MOTTEN@PVRPD.ORG

Pre-Employment Requirements

The selected candidate must successfully complete a Department of Justice Live Scan fingerprint clearance, background/reference check, and screenings for alcohol, drugs, and tuberculosis prior to employment.

BENEFITS

- **Annual Merit Increases**
- **CalPERS 2% @ 62 (Unless qualified as a Classic Employee)**
- **District contribution to Health, Dental and Vision**
- **Vacation, Sick, and 12 paid Holidays**
- **District paid Life Insurance, Short/Long Term Disability, and AD&D policy**