

## CITY OF BURIEN, WASHINGTON

### JOB DESCRIPTION

**Title:** Front Desk Assistant (Customer Service Representative II)    **Dept:** Parks, Recreation, & Cultural Svs  
**FLSA Status:** Non-Exempt    **Reports to:** Recreation Manager

The City of Burien believes that each employee makes a significant contribution to our success. This job description is designed to outline primary duties, qualifications, and job scope. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

#### General Position Summary

The Customer Service Representative II is a vital position that serves as a key contact for customers, with responsibilities that include program registration, facility booking, cash handling, and providing excellent customer service by anticipating customer needs and delivering high quality service that exceeds customer expectations.

#### Essential Functions

- Supports and models the identified vision, values, and behaviors of the organization.
- Receives and directs visitors; provides information regarding the Department's services and operations; receives and resolves customer complaints and problems. If unable to respond, directs individuals to appropriate person.
- Processes in-person and telephone recreation program registrations and facility rentals; Conducts follow-up calls to participants for class cancellations and other program updates.
- Collects fees and receipts financial transactions.
- Completes daily deposit.
- Processes refunds and withdrawals.
- Designs and approves payment plans.
- Maintain and updates computer databases.
- Conducts facility tours.
- Schedules facility rentals, reviews rental paperwork with renter, and processes paperwork. Checks in and, upon completion of rental, checks out rental groups.
- Monitors activities and enforces department policies within the facility to maintain a safe, proper and appropriate environment.
- Prepares facilities for use including but not limited to setting up and taking down of tables, chairs, other furniture, and program equipment.
  - Orders, distributes, and maintains the inventory of office, first aid, and other designated supplies.
- Provides clerical support.
- Opens and/or locks facility.
- Assists with implementation of necessary precautions to assure general participant safety.
- Identifies injury and incident situations and contacts appropriate emergency services (911) when needed.
- Performs light custodial work as needed.
- Performs other duties as assigned.

#### Secondary Functions

- Receives and routes incoming mail; delivers outgoing mail to City Hall daily.
- Assists with development and delivery of Department's recreation program promotional documents.
- Maintains reference guide information.
- Updates bulletin boards and kiosks.
- Serves on and participates in various employee committees.

**Job Scope**

This position involved recruiting work situations with occasional variations from the norm with a moderate degree of complexity. Incumbent operates from specific and definite procedures with a low level of supervision.

**Interpersonal Contacts**

Works with Parks, Recreation, and Cultural Services Department staff and the general public.

**Specific Job Skills****Knowledge of:**

- Current office practices, procedures and systems.
- Basic composition principles, grammar, and punctuation.
- Word processing, spreadsheet and database programs. Knowledge of Microsoft Word, Publisher, and Excel preferable.

**Ability to:**

- Provide helpful, respectful, and courteous service to facility users.
- Operate standard office equipment including answering up to three (3) phone lines while dealing with in-person customers.
- Handle multiple tasks simultaneously.
- Dependable and trustworthy.
- Maintain effective relationships with others.
- Exercise discretion in confidential matters.
- Work independently with minimal supervision.
- Meet deadlines.
- Recognize occupational hazards and utilize standard safety practices.
- Accurately interpret and apply rules, regulation, policies, and procedures.
- Occasionally work irregular hours.

**Mental Abilities**

Position requires continuous decision-making, interpersonal skills, customer service, use of discretion, and the ability to read, write, understand, and speak English; occasional problem analysis, negotiation, independent judgment and/or action, and creativity; and rare teamwork and performance of basic and advanced math.

**Physical Abilities**

Position requires frequent sitting, continuous talking and hearing, occasional standing, walking, feeling, talking, stooping, sitting, fingering, handling, and repetitive motions of feet, hands, and wrists; and rare bending, crawling, kneeling, and climbing. Incumbent must be able to push, pull, lift, and carry 25 pounds.

**Education and/or Experience**

One year experience in a similar customer service position. Knowledge of registration software system preferred.

**Special Requirements**

- Successful completion of pre-employment background check, including credit check.
- Bilingual (English and Spanish) preferred.

**Job Conditions**

Work is performed in an office setting, which is busy, oriented to public service and subject to frequent work interruptions. The noise level is moderate. A high degree of physical mobility is required to set up and rearrange room equipment. Depending upon shift, work will require weekend and/or evening work. Hazards: May have contact with dissatisfied or abusive individuals.

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