

CITY OF BURIEN, WASHINGTON
JOB DESCRIPTION

Title: Customer Service Representative III
FLSA Status: Non-exempt

Dept: Parks, Recreation, and Cultural Services
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.

Nature of Work

The Customer Service Representative III is a vital position that serves as a key contact for customers, with responsibilities that include program registration, facility booking, cash handling, financial reporting and providing excellent customer service by anticipating customer needs and delivering high quality service that exceeds customer expectations. The Customer Service Representative III will train, schedule, assign, lead, and monitor the work of assigned staff.

Schedule

Monday through Thursday: 11:30 a.m. – 8:30 p.m.; Friday: 8:30 a.m. – 5:30 p.m.

Essential Functions

- Supports and models the identified vision, values, and behaviors of the organization.
- Serves as lead to assigned staff, assigns work, sets schedules, assists in the performance evaluation of assigned personnel, assists in the selection of new employees, counsels employees, supports staff development and refers potential discipline matters to supervisor.
- Welcomes visitors and provides information regarding the Department's services and operations.
- Processes in-person and telephone recreation program registrations, including follow-up calls to participants for class cancellations, payments timelines, and other program updates.
- Coordinates and supervises facility rentals, which includes implementing and enforcing policies, ensuring all policies are researched and evaluated for best implementation, training of staff, attend rentals as needed, overseeing and preparing contracts, processing refunds, collects all required and completed rental paperwork in timely manner with risk management in mind.
- Checks in and, upon completion of rental, checks out rental groups.
- Analyzes rental usages and revenues to understand facility needs and to recommend actions to improve the department's delivery of services.
- Develop financial reports.
- Collects registration fees and receipts financial transactions.
- Completes daily deposit.
- Resolves or refers complaints.
- Prepares facilities for use including but not limited to setting up and taking down of tables, chairs, other furniture, and program equipment.
- Assists with implementation of necessary precautions to assure general participant safety.
- Orders, distributes, and maintains the inventory of office, first aid, and other designated supplies.
- Provides clerical support.
- Open and/or locks facility.
- 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.
- May perform light custodial work including but not limited to vacuuming, mopping, sweeping and emptying garbage cans.
- Serves on and participates in various employee committees.

Job Scope

This position involved reoccurring 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.
- Principles of staff training and providing work direction.

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.
- Effectively recognize and respond to potentially escalating situations or emergencies.
- Effectively lead, plan, organize, and assign work of assigned personnel.
- 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; frequent independent judgment and/or action; occasional problem analysis, negotiation, 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

Three years' experience in a similar customer service position. Knowledge of registration software system preferred.

Special Requirements

- Must be 21 years of age or older.
- 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. Work may require occasional weekend work. Hazards: May have contact with dissatisfied or abusive individuals. Responsible for opening or closing and locking the facility alone.

Adopted 122017