



MAC Recreation District

1195 SE Kemper Way, Madras, OR 97741

541.475.4253 • www.macrecdistrict.com

CUSTOMER SERVICE SPECIALIST II

Job Description

Reports to: Executive Director
Pay Rate/Status: Starting at \$16.00/hour (FLSA overtime eligible)
Shift: Tues-Sat business hours. Schedule flexible and depends on the season and staffing needs

General statement of duties: This position provides excellent customer service to patrons in person and over the phone. From being a resource to the public on district information to helping people register for programs, this position is typically the first point of contact for people calling or visiting our facilities. Additionally, this position supports the patron services manager with office-related projects and may also support recreation programming activities. Light custodial work is an expectation of this position.

Distinguishing features of the class: An employee in this classification is responsible for monitoring programs and facility operations as well as supporting recreation program activities when assigned. Solicits patron compliance with facility policies, procedures, and safety guidelines, and completes records and documentation as required. Work is performed under the supervision of the patron services manager, who reviews work primarily based on direct observation and interaction, and information from coworkers and patrons.

EXAMPLES OF ESSENTIAL DUTIES PERFORMED:

(Illustrative only. Any single position of a class will not necessarily involve all the duties listed, and many positions will involve duties that are not listed.)

- Answers a telephone operating system directing calls to appropriate personnel while multitasking with patrons at the front desk.
- Respond to a variety of patron's questions about programs, rentals, etc. including assisting patrons with program registration, facility rentals, and other needs as required.
- Professionally responds to suggestions and concerns from patrons regarding programs, activities, policies, and practices.
- Provides excellent internal and external customer service. Creates a positive experience for coworkers and patrons through professional and courteous behavior and effective problem solving/resolution.
- Communicates effectively and works cooperatively with all district staff.
- Works a flexible schedule based on the season and facility needs, which generally includes weekends and evenings.



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- Problem-solves with participants regarding program activities/rentals/events.
- Assists with special projects assigned by supervisor (i.e., researching other recreation operations, inventorying staff shirts, cleaning and organizing designated areas, etc.)
- Sets up and takes down chairs, tables, and appropriate equipment in accordance with specified schedules; provides other necessary support as needed.
- Provides facility support by assisting with light cleaning duties such as but not limited to; emptying the garbage, sweeping, mopping, vacuuming, disinfecting surfaces, washing windows, and performing other custodial duties as assigned.
- Provides programmatic support by making appointments, notifying participants of program/class cancelations/changes, and maintaining records and files for programs.
- Provides office support by creating correspondence, memos, calendars, rosters and lists. May also make photocopies, collate, and create files for program/staff.
- Attends and participates in mandatory staff meetings and training as appropriate and relevant to assignments and duties.
- Opens and closes facility including securing rooms, turning off lights and other equipment, and locking/arming the facility.
- Enforces appropriate facility operating policies and procedures.
- Performs emergency support as directed in the emergency action plan.
- Administers First Aid, CPR, and AED and respond to emergencies
- Provides support for recreation program activities where needed, which could include leading youth camps, providing swim instruction, and other duties as assigned with recreation programming.

DESIRABLE QUALIFICATIONS:

Knowledge: Basic knowledge of program registration and facility rentals, possess the skills to provide excellent customer service with the public, works independently and as part of a team; basic knowledge of mathematics; ability to use registration software; facility operations and maintenance procedures.

Skills: Professionally and effectively communicates and works with patrons and team members; recognizes and resolves service, safety, and operations issues.

Abilities: Understands and follows oral and written instructions; works courteously and tactfully with co-workers and the general public; good judgment and initiative in carrying out work assignments; maintains composure in emergency situations; provides accurate information; effectively manages program registrations and facility rentals; handles and counts money for change back to patrons; observes and monitors facility operations; accepts direction and demonstrates continual learning and improvement; works effectively with frequent interruptions.



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Experience and training: High school graduation or equivalency and one year of customer service, facility set up and or cashier experience in a busy and highly public environment; or any satisfactory combination of experience and training which demonstrates the knowledge, skills, ability, maturity, and professional judgment to perform the above-described duties.

KEY ATTRIBUTES:

1. **SELF MANAGEMENT:** The ability to prioritize and complete tasks to deliver desired outcomes within allotted time frames.
 - Independently pursues business objectives in an organized and efficient manner.
 - Prioritizes activities as necessary to meet job responsibilities.
 - Maintains required level of activity toward achieving goals without direct supervision.
 - Minimizes workflow disruptions and time wasters to complete high quality work within a specified time frame.

2. **DIPLOMACY AND TACT:** The ability to treat others fairly, regardless of personal biases or beliefs.
 - Maintains positive relationships with others through treating them fairly.
 - Demonstrates respect for others.
 - Understands and values differences between people.
 - Respects diversity in race, national origin, religion, gender, lifestyle, age and disability.

3. **INTERPERSONAL SKILLS:** The ability to interact with others in a positive manner.
 - Initiates and develops business relationships in positive ways.
 - Successfully works with a wide range of people at varying levels of organizations.
 - Communicates with others in ways that are clear and concise.
 - Demonstrates ease in relating with a diverse range of people of varying backgrounds, ages, experience and education levels.

4. **TEAMWORK:** The ability to cooperate with others to meet objectives.
 - Discards personal agenda to cooperate with other team members in meeting objectives.
 - Contributes positively and productively to team projects.
 - Builds and sustains a trust relationship with each member of the team.
 - Supports other team members and team decisions.



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5. RESULTS ORIENTATION: The ability to identify actions necessary to complete tasks and obtain results.

- Maintains focus on goals.
- Identifies and acts on removing potential obstacles to successful goal attainment.
- Implements thorough and effective plans and applies appropriate resources to produce desired results.
- Follow through on all commitments to achieve results.

6. PROBLEM SOLVING: The ability to identify key components of a problem to formulate a solution or solutions.

- Analyzes all data relative to a problem.
- Divides complex issues into simpler components to achieve clarity.
- Selects the best options available to solve specific problems.
- Applies all relevant resources to implement suitable solutions.

Physical demands of the position: While performing the duties of this position, the employee is frequently required to sit, hear, and communicate. This position often requires bending and stooping, crouching, carrying with and without handles, pushing and pulling upper extremity, pushing, and pulling hip/ leg assist, lifting (floor to knuckle and waist to shoulder), lifting overhead, reach below and above shoulder, and grip/manipulate objects. The position requires mobility including the ability to move materials weighing up to 50 pounds on a regular basis such as files, books, office equipment, bags, chairs and may frequently require moving equipment. Manual dexterity and coordination are required over 75% of the work period while operating equipment such as computers, keyboards, telephones, calculators, and standard office equipment. Persons with special needs may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to the disability and the ability of the hiring department to accommodate the limitation.

Necessary Special Requirements: Possession of or ability to obtain current first aid and CPR/AED certificates.

ADDITIONAL INFORMATION:

Hours/Shift: Outside of established workweek hours, may work a flexible schedule, including weekends, evenings, meetings, and on-call status as needed including weather related schedule adjustment.

Equal Opportunity Employer