

CLASS SPECIFICATION
Senior Customer Service Assistant

GENERAL PURPOSE

Under general supervision, this position serves as the central desk receptionist for Recreation Programs. Provides information and referrals to program participants, school officials and community groups regarding recreation programs being offered and collecting fees for various programs.

DISTINGUISHING CHARACTERISTICS

The Senior Customer Service Assistant is distinguished from Customer Service Assistant in that incumbent in the latter class does not perform specialized clerical, cashiering and office support functions for the Recreation Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. 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 this class.

Under general supervision, this position serves as the central desk receptionist and general office clerk for Recreation and Senior Center Programs. Responsibilities include, but are not limited to, greeting the general public; cashiering; providing information about recreation programs; answering the telephone and routing calls to appropriate staff; handling citizen complaints and requests for services and providing clerical assistance such as typing, maintaining files and duplicating documents.

1. Act as a receptionist to the public.
2. Provides information about recreation programs and collects fees.
3. Handle routine citizen complaints and requests for recreational service.
4. Schedule fields for recreational programs and collects fees.
5. Perform cashiering and reconciliation duties.
6. Perform varied clerical and record keeping duties.
7. Receive requests for information from callers.
8. Service customers or City staff at the counter.
9. Receive, distribute, and post mail.
10. Type correspondence and other documents as required.
11. Maintain files.
12. Complete special projects as assigned.
13. Operation of standard business computer software and equipment
14. Perform related duties as assigned.
15. Provide quality customer service.

QUALIFICATIONS

Knowledge of:

Ability to:

1. Enforce and interpret regulations with firmness, tact and impartiality.
2. Reconcile cash, receipts and other transactions accurately and consistently.
3. Maintain and update recreation program logs and registration files and records.
4. Communicate clearly and effectively, both orally and in writing.
5. Understand and follow oral and written instructions.
6. Operate a computer keyboard, calculator and standard office equipment.
7. Type 45 wpm.
8. Exercise sound independent judgment within areas of responsibility.
9. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
10. Schedule, organize and complete work in accordance with deadlines.
11. Greet the public in a professional and cheerful manner.
12. Schedule recreation programs, activity registration and site rentals.
13. Work occasional weekends.

Knowledge of:

1. Cash reconciliation.
2. Recreation programs.
3. Operation of a multi-line telephone system, computer and other standard office equipment.
4. Basic office management practices and procedures.
5. Correct English usage, including spelling, grammar and punctuation.
6. Uses of word processing, spreadsheet, database and other standard software to create routine documents and materials.
7. Basic data gathering techniques, methods and procedures.

Education, Training and Experience:

High school diploma or equivalent.

Two years of recreation related experience.

Two years of cashiering and cash reconciliation.

Licenses; Certificates; Special Requirements:

1. A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or new skills; work under deadlines with constant interruptions; interact with the public and staff.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.

An employee is regularly required to work in an office environment, Operate a computer keyboard, calculator and standard office equipment.