

CUSTOMER SERVICE SPECIALIST I
CUSTOMER SERVICE SPECIALIST II

DEFINITION

To perform a variety of duties related to the overall supervision and operations of a recreation facility or major program including customer service and administrative duties; and to provide other support duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Customer Service Specialist I

Receives immediate supervision from a higher level supervisor or manager

Customer Service Specialist II

Receives general supervision from a higher level supervisor or manager.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Serve as first line of contact to external customers via telephone or in person; refer customers to appropriate staff and/or provide a variety of general information regarding City functions and services; and explain department operating policies and procedures.

Develop, maintain and archive a variety of files and records.

Assist the public with reserving and renting City facilities; register customers for classes, programs and tours; may participate in tours as required.

Respond to letters and routine correspondence.

Receive and process payments for a variety of services; handle cash; prepare deposits;

Receive, review and process invoices, payment requests; track costs, ensuring proper coding; researches and resolves errors in orders received and invoices; prepare and process purchase requisitions.

Prepare, compile, tabulate and maintain data including databases, various documents and statistical and operational reports and records.

Review payroll for assigned department; identify and resolve discrepancies; research and respond to questions from staff regarding payroll.

Track and register staff for training classes as needed.

Issue, receive, type and process various applications, permits and other forms; apply departmental policies and procedures in determining completeness of applications; calculate fees.

Oversee the safe and proper operation of assigned facility and activities in the facility; ensure facility rules and safety guidelines are followed; maintain order with disruptive patrons and exercise crowd control when warranted; refer escalated issues to assigned supervisor or proper authorities.; render first aid and CPR, if certified, as required.

Complete written reports and records as required, organize and monitor equipment inventory or assigned facility.

Know, understand and communicate department programs and services.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Identify and report any maintenance required on assigned facilities, equipment or materials.

Oversee daily operations and events held at assigned facility, ensure cleanliness of restrooms and public areas; identify and report maintenance conditions affecting facility operation, equipment, materials and security.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related work as required.

MINIMUM QUALIFICATIONS

Customer Service Specialist I

Knowledge of:

Modern office equipment and procedures including use of a variety of software applications.

Customer service principles and public relations techniques.

English usage, spelling, grammar and punctuation.

Business letter writing and report preparation.

Ability to:

Learn pertinent local State and Federal laws, codes, ordinances, City functions, policies, rules and regulations.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; intermittently set up booths, hang banners, move tables, chairs and carry supplies; and lift or carry weight of 45 pounds or less.

Develop and maintain filing systems.

Compose general correspondence and letters and take meeting minutes.

Use a personal computer and a variety of software applications.

Plan and organize workload.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Experience:

One season of experience in a position assisting in recreation facilities, recreation programs, customer service or a related field is desirable.

AND

Training:

Equivalent to completion of the twelfth (12th) grade, GED, or higher level degree.

License or Certificate

Possession of a valid California driver's license by date of appointment.

Customer Service Specialist II

In addition to requirements for the Customer Service Specialist I:

Knowledge of:

City services provided.

Advanced customer service techniques.

Policies and procedures of the assigned department or program.

Basic accounting principles; financial record keeping and reporting.

Ability to:

Independently perform administrative and customer service duties in support of assigned department or program.

Research, respond to and assist in the resolution of inquiries and complaints.

Prepare correspondence, memorandums, and routine financial and operational reports.

Accurately calculate fees and handle money.

Use independent judgment and personal initiative.

Know, understand, interpret and explain department and program policies and procedures.

Experience and Training

Experience:

Two years of experience in a position assisting in recreation facilities, recreation programs, customer services or a related field.

AND

Training:

Equivalent to completion of the twelfth (12th) grade, GED, or higher level degree.

License or Certificate

Possession of a valid California driver's license by date of appointment.

02-01-22

01-01-22 Customer Service Specialist I/II

04-06-18

08-25-12 Office Assistant I/II

Administrative Clerk I/II

02-20-90

10-01-88

04-01-87

07-01-79

10-30-73

03-09-70

-67

-65

-64

Typist Clerk I/II

Junior Typist Clerk

Intermediate Typist Clerk

Customer Service Rep I/II (Not Assigned in Finance)

07-01-04

08-15-00

02-16-00

Customer Service Representative I/II