



Clear Creek Metropolitan Recreation District

Customer Service Associate

Working Location:	Clear Creek Recreation Center in Idaho Springs
Work Schedule:	Varies
Classification:	Part-time, Hourly
Salary Range:	\$16.00 per hour

The Customer Service Associate is responsible for the consistent delivery of excellent customer service, both in person and over the phone. The ability to multitask is critical to the position, as the successful Customer Service Associate is required to manage multiple tasks simultaneously while working in a busy front desk environment with minimal supervision.

ESSENTIAL DUTIES

- Provides high-quality customer service to every visitor of the Clear Creek Recreation Center.
- Provides accurate and timely information, both in person and over the phone.
- Works effectively with the public and staff in an outgoing and friendly manner.
- Completes opening and/or closing procedures.
- Utilizes computer software to register patrons for classes and programs, sell memberships, and collect monies for daily admission.
- Maintains accuracy in cash and credit card transactions.
- Establishes and maintains member accounts and corporate accounts.
- Oversees retail transactions and inventory.
- Assists instructors and patrons with class scheduling and attendance management.
- Efficiently manages all incoming phone calls, providing thorough, detailed, and accurate information.
- Provides administrative support, as necessary.
- Completes all opening and closing procedures as instructed, ensuring efficient and smooth transition between shifts and other staff members.
- Completes miscellaneous front desk duties.
- Other duties as assigned.

SPAN OF SUPERVISION

- Reports to the Customer Service Coordinator.
- Supervised by the Customer Service Coordinator and the Front Desk Lead.

SKILLS & QUALIFICATIONS

- Must be 16 years of age or older.
- Must possess knowledge and aptitude with computers and computer software.
- Must be a self-starter, and able to stay focused throughout each shift.
- Must possess good public relation skills.

EXPERIENCE

- Previous experience working in customer service preferred.

PHYSICAL & MENTAL REQUIREMENTS

- Must have the ability to maintain precision, alertness, judgment, reasoning, patience, and imagination.
- Must be a problem solver.
- Position requires attention to detail, often in a busy, office environment where noise and interruptions prevail.
- May be required to occasionally assist in stacking and lifting a maximum of 50 pounds.
- Must be able to work as a team member in a diverse work environment.