

<b>CITY OF THE COLONY</b> Status: Non-Exempt Prepared By: Facilities Coordinator	<b>Recreation Leader II          Customer Service Rep</b>	<b>PARKS &amp; RECREATION          DEPARTMENT</b>  Revised: August 2014
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<b>JOB SUMMARY</b>
<p>Under the direct supervision of the Recreation Coordinator, the Customer Service Rep/Rec Leader II serves as the morning/opening staff member for the recreation center Monday-Friday. This position is responsible for the handling the daily money drops, maintaining daily reports, and assisting patrons. This position is responsible for providing high quality service in all personal interactions with customers.</p>

<b>ESSENTIAL DUTIES AND RESPONSIBILITIES</b>
<ol style="list-style-type: none"> <li>1. Serve as the morning/opening staff member for the recreation center Monday-Friday at 6:30 am.</li> <li>2. Handles daily money drops and maintaining daily reports.</li> <li>3. Maintain accurate forms and records of operations.</li> <li>4. Monitor activities at recreation center, answer phones, checkout equipment, manage customer requests and assist patrons.</li> <li>5. Perform light housekeeping and maintenance duties.</li> <li>6. Communicate effectively and courteously with customers and staff in person, in writing, via email or telephone.</li> <li>7. Assist in maintaining daily stats on facility usage/program participation.</li> <li>8. Assist supervisor and coordinators with other administrative duties and projects as assigned.</li> <li>9. Assist with program registration as needed.</li> <li>10. Assist with community wide special events.</li> <li>11. Assist with planning and implementing special activities and programs within the recreation center.</li> <li>12. Prepare incident, accident, and damage reports.</li> <li>13. Must be able to work Monday-Thursday 6:30am – 12pm and Friday 6:30am – 10:30am and occasional evenings, weekends and holidays (as necessary).</li> <li>14. Ability to carry, push, pull, lift or hold up to 50 lbs. of equipment or furniture.</li> <li>15. May be required to work in extreme weather conditions for activities and events.</li> <li>16. Sits for extended periods of time at desk using the computer preparing reports, schedules, flyers, etc.</li> </ol>

<b>KNOWLEDGE, SKILLS, AND ABILITIES</b>
<ol style="list-style-type: none"> <li>1. Ability to use effective verbal and written communication skills with staff and public, as well as show effective leadership.</li> <li>2. Ability to use good judgment in handling customer requests, altercations and emergency situations.</li> <li>3. Ability to be creative, a self-starter, and work with minimum supervision.</li> </ol>

4. Knowledge of weight training skills; general knowledge of rules for various games and activities.
5. Ability to perform light maintenance on game tables and equipment as needed.
6. Working knowledge of computer system and software, fax machine and copier.
7. Working knowledge of RecTrac, Microsoft Word, Excel, Access, Power Point, Corel DRAW and/or other various software applications.

**EDUCATION, EXPERIENCE AND CERTIFICATION**

1. High School diploma or GED. Recreation background preferred.
2. CPR/1st Aid certification or ability to obtain certification within 30 days of employment.

**CERTIFICATION**

Employee Signature:

Date Signed:

Immediate Supervisor  
and/or Department Head:

Date Signed: