

FLSA STATUS	Non-exempt	CIVIL SERVICE	No
UNION	No	TELECOMMITE ELIGIBLE	No
DEPARTMENT	Beach	DEPARTMENT NUMBER	445
REPORTS TO (TITLE)	Aquatic Facility Manager / Program Supervisor	JOB FAMILY	Parks and Recreation
PAY GRADE	Seasonal Rates	DATE OF LAST REVIEW	October 2024

NATURE OF WORK
The Customer Service Representative is a part-time seasonal position that provides a welcoming environment for all guests and provides basic information about the facility and its offerings. Majority of the roles realizes on basic computer skills to sell memberships, greet the public, provide helpful assistance over the phone and make correct change.

DUTIES / RESPONSIBILITIES <i>(These are the highlighted responsibilities of the position. An employee in this position may also be required to perform other related duties as assigned.)</i>	
1.	Maintains a positive, empathetic, and professional attitude toward customers at all times.
2.	Responds promptly to customer inquiries and communicates with them through various channels. Answers questions and provides information on procedures or policies.
3.	Processes orders, forms, applications, and requests.
4.	Keeps records of customer interactions, transactions, comments, and complaints.
5.	Receive payment by cash, check, credit cards, vouchers, or automatic debits.

FUNCTIONAL SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:	
Concessions	
<ul style="list-style-type: none"> • Prepares food and drinks • Cleans and sterilizes equipment, and facilities. 	
Admissions	
<ul style="list-style-type: none"> • Greets customers entering establishment; • Answers phone and provide superior customer service; • Inflates tubes for wave pool. 	

SUPERVISORY RESPONSIBILITIES	
Does not officially supervise other employees.	

TRAINING/EDUCATION AND EXPERIENCE REQUIREMENTS	
N/A	

LICENSING / SPECIAL REQUIREMENTS	
Must be at least 15 years of age	

SKILL / ABILITIES REQUIREMENTS

- Communication skills
- Math skills – Computation
- Attention to Detail
- Active Listening Skills
- Improving Customer Experience
- Positive Attitude
- Time Management
- Interpersonal Skills

PHYSICAL REQUIREMENTS

Positions in this class typically require: stooping, crouching, reaching, standing, walking, lifting, fingering, grasping, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time.

WORKING ENVIRONMENT / CONDITIONS

The working environment / conditions for this position frequently include:

- Hazardous physical conditions (mechanical parts, electrical currents, vibration, etc.)
- Hazardous materials (chemicals, blood, other body fluids, etc.)
- Extreme temperatures
- Environmental (challenging behaviors, imminent danger, threatening environment)
- Ability to work outdoors including adaptability to reasonable cold and warm weather, extreme temperatures, precipitation and various levels of light.

CLASSIFICATION HISTORY

DATE	COMMENT
November 2023	Updated per PDQ by BC
October 2024	Updated per departmental feedback by BC

EEOC

The City of Ottumwa is an Equal Opportunity Employer. In compliance with applicable state and federal law, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.

ACKNOWLEDGEMENT

I have read the job description and can perform the essential functions of the job either with or without a reasonable accommodation.

Date	Signature

NOTE

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.