

**Berwyn Park District Job Description  
Customer Service Representative**

**JOB TITLE: Customer Service Representative**

The Customer Service Representative is responsible for front line customer service. A CSR should always maintain a positive and professional manner and tone of voice. In many cases this position requires a thorough knowledge of virtually all of the Districts' programs, facilities, policies and procedures. Work pace is moderate depending on the task required. The position of Customer Service Representative requires the ability to work in a sedentary work level (30 lbs. or less). This position is a part time, at-will, hourly position without benefits, except where required by law.

**Qualifications:**

The Customer Service Representative should have at least 3 years in a customer service related position. The Customer Service Representative must have experience working Microsoft computer programs. Experience with Vermont Systems, Inc. (VSI) RecTrac 3.1 preferred. The Customer Service Representative must have a high school diploma (or equivalent) and 2 years of college credits. This position requires previous customer service experience, excellent communication skills, as well as being able to problem solve and resolve conflicts. Must be able to pass a criminal background check. Proficiency in both English and Spanish is desirable.

**Immediate Supervisor:**

The Customer Service Representative is under the direction of the Superintendent of Recreation depending on location and duties assigned.

**Essential Functions:**

1. Present a positive attitude and promote a favorable image for the Berwyn Park District at all times.
2. Accurately process program registration, refunds, installment billing and cancellations for participants utilizing RecTrac.
3. Responsibly and accurately handle cash, check or credit card payments, maintain a balanced cash drawer, and process a balanced deposit.
4. Accurately process booking of any of the District's indoor and/or outdoor rental facilities. Ensure that individuals are aware of all the payment requirements and cancellation policies which could impact their rental experience.
5. Complete Opening/Closing Procedures for Facility (See separate instructions, can vary depending on Facility).
6. As assigned, assist placing phone calls to participants when there are changes to program dates, times or other circumstances.
7. A thorough knowledge of all current programs is necessary as well as any promotional events in which the District will be participating, that may have not been included in the current brochure.
8. Conduct inventory and maintain all office related supplies and materials. (i.e. Copy paper and ink cartridges.)
9. Responsible for keeping handout and flier dispensers filled, and creating and updating the indoor and outdoor bulletin boards as directed.
10. Make follow up telephone calls to participants as needed for upcoming programs.

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11. Be familiar with policies and procedures for park services and recreation activities.
12. Assist with emergency procedures and building examination.
13. Communicate building issues to Superintendent immediately.
14. Maintain current and accurate records.
15. Attend required meetings.
16. Must be in compliance with the loss prevention and safety policies of the Park District.
17. Perform other duties as assigned.

**Marginal Functions:**

1. A general awareness of the working environment should be maintained, ensuring that the work environment is clean and presentable.
2. May be called upon assist with setting up for meetings, programs or events.
3. Have a basic knowledge of all facilities, parks, programs, special events, and memberships; or know how and where to obtain the information.
4. Assist all employees of the Park District as needed.

**Desired Knowledge, Skills and Traits:**

1. Ability to communicate with patrons, staff, supervisor and other Park District Employees.
2. Ability to work well with all personalities.
3. Knowledge on Microsoft programs.
4. Knowledge of RecTrac Registration System preferred.
5. Ability to acquire CPR/AED and First Aid certifications.
6. Ability to provide excellent customer service.
7. Ability to complete the essential functions of this position.

**Psychological Considerations:**

The Customer Service Representative may feel added pressure from the volume of calls, walk in requests, emails about programs, special events and general Park District information. The Customer Service Representative must remain calm and continually share Park District information with patrons.

**Physiological Considerations:**

The Customer Service Representative must be able to bend, stoop, lift items weighing up to 30 pounds, turn, sit, and stand for short or extended periods of time.

**Environmental Considerations:**

The Customer Service Representative may be exposed to elements when assisting with outdoor functions. Most activities are preformed indoors; the outdoor conditions may include lighting and extreme temperatures.

**Cognitive Considerations:**

The Customer Service Representative must exhibit good problem solving ability and good judgment in keeping with the mission of the Park District.

The Customer Service Representative must be in compliance with the loss prevention and safety policies of the Park District.

Must have a working knowledge and understanding of all Park District Forms (i.e. Citizen Complaint/Concern Form etc.) and PDRMA forms and complete them as required. Maintain the process of all clerical duties, which includes filing of registration paperwork, picnic permit requests and any other office related documents.

Salary starts at \$14.00 per hour

No benefits except as required by law.