



TOWN OF SURFSIDE CUSTOMER SERVICE REPRESENTATIVE (Parks and Recreation)

DEPARTMENT: PARKS AND RECREATION

NON-EXEMPT

GENERAL DESCRIPTION:

Under the general supervision of the Parks and Recreation Director, and/or close supervision of the Parks and Recreation , performs clerical, secretarial and administrative work in answering phones, assisting the public, providing customer assistance, cashiering, bookkeeping, recreation programming, program registration and assisting with the beach/pool Emergency Action Plan.

ESSENTIAL JOB FUNCTIONS:

1. Assists with tasks involving personnel, budgeting, facilities, Emergency Action Plan for beach/pool, account keeping, and additional duties assigned by supervisors.
2. Answers telephone.
3. Assists the public and answers questions; responds to inquiries from employees, citizens and others; refers, when necessary, to appropriate persons.
4. Serves as cashier including, but not limited to, receipting of room rentals, petty cash reconciliation and disbursements, vendor deposits, payments and records, and various other payments.
5. Operates listed office machines required.
6. Receives, stamps, and distributes incoming mail, process outgoing mail.
7. Process program and class registrations.
8. Distributes flyers, brochures, notices, newsletters, etc.
9. Assists with scheduling of programs and room set-up.
10. Duplicates and distributes materials.
11. Assists public with use of department facilities.
12. Operates digital camera and makes resident ID cards.
13. Trains new/additional staff on office duties.
14. Performs duties as required (i.e. adult programs).
15. Works as a liaison between independent program instructors and department supervisors (i.e. adult program instructors)
16. Promotes various recreation programs and activities.
17. Serves the Town's Advisory boards and Committees.
18. Maintains all utility accounts (new, changes, final).
19. Processes and verifies delinquent accounts for disconnection.
20. Processes utility billing
21. Posts payments, prepares deposits and processes refunds.

22. Performs balancing credits, reverse charges, adjustments and miscellaneous charges.
23. Coordinates and prepares documents for records retention and disposition for the department.
24. Performs data entry.
25. Performs other duties as assigned.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related marginal duties as required.)

MINIMUM QUALIFICATIONS:

KNOWLEDGE, ABILITIES AND SKILLS:

- Knowledge of business English and arithmetic.
- Knowledge of office terminology, methods, practices and procedures and ability to operate standard office equipment.
- Knowledge of Microsoft Office, Excel, Word, Publisher, Power Point, internet, SunGard (HTL), Picasa, Outlook, and Rectrac.
- Ability to understand and follow oral and written instructions.
- Ability to establish and maintain effective working relationships with fellow employees, superiors, and the general public.
- Must be available to work nights, weekends, and/or holidays.
- Ability to take notes and be able to attend required night meetings when requested.
- Ability to make mathematical calculations with speed and accuracy.
- Knowledge of Parks and Recreation programming and operation.
- Ability to communicate information tactfully and impartially.

EDUCATION AND EXPERIENCE:

High school graduation or possession of an acceptable equivalency diploma; one (1) year general clerical and accounting experience. Must have excellent keyboard skills and proficiency with a varied range of computer application programs such as Microsoft Office, Word, Excel, Power Point, Outlook, etc.

(A comparable amount of training, education or experience can be substituted for the minimum qualifications.)

LICENSES, CERTIFICATIONS OR REGISTRATIONS:

None.

ESSENTIAL PHYSICAL SKILLS:

- Tasks involve standing, walking, light lifting (5 -10 pounds) and extended periods of time at a keyboard.
- This job includes close vision and the ability to adjust focus.
- The employee is occasionally required to walk; use hands and fingers, handle and/or operate objects, tools, or controls; and reach with hands and arms.

ENVIRONMENTAL CONDITIONS:

- Work is conducted inside and/or outside an office environment.
- The noise level in the work environment can be moderately noisy.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

Revision History: 10/21/2008; 10/22/2008; 4/10/2012; 1/21/2021

This job description does not constitute an employment agreement between the Town of Surfside and the employee. It is used as a guide for personnel actions and is subject to change by the Town as the needs of the Town and requirements of the job change.

Approved:

Town Manager's Signature: _____

