CITY OF WORTHINGTON
POSITION DESCRIPTION

POSITION TITLE:	**CUSTOMER SERVICE COORDINATOR**	**CLASS: 213**
Department:	Parks & Recreation	Title Originated: 2001
Date:	July 2, 2012	Title Revised: 2012
Reports To:	Recreation Superintendent/Senior Center Manager	Updated:

General Statement of Duties:

Under direction of the Recreation Superintendent or the Senior Center Manager, the Customer Service Coordinator is responsible for front line communication with the public in the Department of Parks & Recreation. This position oversees organizing and coordinating customer service, permit staff and activities at the Community Center and the Griswold Senior Center. Work may be performed independently with general guidance.

Essential Functions of the Position:

Manage customer service, permit staff – hire, train, schedule, evaluate front desk personnel;

Interact with the public and responds to public requests for information, inquiries and resolves problems;

Communicate effectively with management and staff;

Answer incoming calls and either routes callers or provides information as required;

Complete registration for programs and memberships and maintains up-to-date files concerning retention schedule and class database;

Assist during events including logistics, food and entertainment activities as needed;

Set-up and tear-down various pieces of equipments as needed for various activities;

Oversee cash register operations including drawer balancing and deposits;

Operate various pieces of office equipment and files;

Use sound judgment, tact and courtesy;

Open, close and supervise the Community Center as scheduled.

Knowledge, Skills and Abilities:

Ability to maintain effective relationships with staff and public to promote positive relations;

Ability to express oneself and communicate to the public and co-workers clearly and accurately;

Ability to complete assigned work accurately and on time;

Familiarity and experience with computer operations and software and the ability to use computer and software systems;

Ability to maintain, type and file reports;

Ability to lift light furniture and/or equipment as necessary;

Ability to work flexible hours including weekends and evenings as necessary and as scheduled.

Minimum Requirements for the Position:

Be a graduate from a senior high school course of study or its equivalent; possess a current certification in CPR and First Aid and be eligible to be bonded.

The characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description does not list all of the duties or functions of the job. The individual in this position may be asked by supervisors to perform other duties. The City has the right to revise this job description at any time.

Adopted by Resolution No. 22-2012; Effective July 2, 2012