



EMPLOYMENT OPPORTUNITY PARKS & RECREATION DEPARTMENT

POSITION: Customer Service Attendant (Regular Part-Time/ up to 69 hours per month)

DATE OPEN: September 26, 2022

DATE CLOSED: Open until filled. First review: October 17, 2022

2022 SALARY RANGE: \$15.30/hour to \$15.80/hour

THE POSITION: The City of Fircrest is accepting applications for a part-time Recreation Customer Service Attendant. This position assists with the organization, planning, and implementation of a variety of recreation activities in various seasonal programs as assigned under the supervision of the Parks and Recreation Director and Recreation Coordinator. Provide excellent customer service to all program patrons by exemplifying a positive attitude and exceeding the needs of patrons. Work hours will vary, up to 69 hours per month, and may include nights, weekends, and holidays.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Perform quality work within deadlines with or without direct supervision.
- Provide room preparation for programs and rentals.
- Interact professionally with other employees, customers, and suppliers.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.
- Under the direction of an assigned supervisor, provide general and specific information to visitors; promote and sell Community Center memberships, rentals, programs, and activities.
- Perform a variety of clerical support and have basic computer skills.
- Greet customers; ensure customers feel at home at the Community Center.
- Take computerized, in-person, and phone registration.
- Open and close facility.
- Collect and count money and make change. Reconcile till to cash receipt and prepare monies for bank deposits and weekly revenue reports. Perform general clerical duties for center and program staff.
- Provide information, receive and process requests and complaints, and route individuals as appropriate.
- Be able to adapt as necessary to work with people of all ages, abilities, backgrounds, and interests.
- Customer service positions may also host and monitor rentals including providing customer support and enforcement of rental rules. Perform other duties as assigned.

DESIRED MINIMUM QUALIFICATIONS

- Must be customer service-oriented with a cheerful attitude.
- Must be able to communicate effectively with the general public and fellow staff.
- Good oral and written communication skills are required.
- Must be willing to work flexible hours, including weekends, evenings, and holidays, and fill in at different days and times when needed.
- Ability to work effectively with volunteers, full-time, part-time, and administrative staff to reach the goals of the Department.
- CPR, First AID, and AED Certification within the last year.
- Must be 18 years of age or older

TOOLS AND EQUIPMENT USED

Personal computer, including word processing software; calculator; copy and fax machines; telephone; a mobile or portable radio; automobile and pickup truck.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, walk, and talk and hear. The employee is required to use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

DISCLAIMER

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

SELECTION GUIDELINES

Formal application, supplemental questions, rating of experience, oral interview, reference check, and job-related tests might be required.

TO APPLY

- A formal application form must be fully completed and submitted to:

**Personnel Officer
City of Fircrest
115 Ramsdell Street
Fircrest, WA 98466
Telephone: (253) 564-8901
Email: jwestman@cityoffircrest.net**

- Resumes and cover letters are encouraged and may be attached to the application form.
- Application packages may be filed in person, by FAX or by mail, or by email. All applications must be received by 5:00 p.m. on the closing date.
- It is not the City's policy to FAX or Express Mail application forms.

GENERAL INFORMATION FOR APPLICANTS

SELECTION

- The quality and completeness of the information provided on the application form may determine whether you are called for an interview. Incomplete answers or "see resume" may prevent further consideration.
- Testing may be required to measure candidates' abilities to perform essential functions or other performance dimensions.
- If you need special accommodation during the interview phase of the selection process, please provide the City with five business days' advance notice. The City endeavors to reasonably accommodate everyone. All applicants interviewed will be sent written notification of the interview result.
- No formal notification will be sent to applicants not selected for an interview. Should the same or another position open for which you wish to apply, you must complete a new application to be considered for the new opening.

EMPLOYMENT

- Applicants who are offered employment will be required to provide proof of identity and authorization to work in the United States. The 1986 Federal Immigration Reform and Control Act prohibits the hiring of unauthorized aliens.
- The City does not discriminate in hiring based on race, creed, color, ethnicity, national origin, sex, age, or marital status. In compliance with the Americans with Disabilities Act, disability will be considered only in the context of an applicant's ability to perform essential elements of a job and to determine reasonable accommodation.
- The City of Fircrest has a policy of limiting smoking in the workplace.
- The City of Fircrest is a drug-free workplace.

