

CITY OF BURIEN, WASHINGTON

JOB DESCRIPTION

Title: Customer Service Representative I (Facility Attendant)

Dept.: Parks, Recreation, & Cultural Svs

FLSA Status: Non-Exempt, 0 – 12 hrs/wk

Reports to: Recreation Manager

The City of Burien believes that each employee makes a significant contribution to our success. This job description is designed to outline primary duties, qualifications and job scope. 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.

General Position Summary

The Customer Service Representative I is a vital position that serves as a key contact for customers, with responsibilities that include facility monitoring; preparing facilities for use; monitoring rentals to ensure that they are safe, proper and appropriate; and providing excellent customer service by anticipating customer needs and delivering high quality service that exceeds customer expectations.

Essential Functions

- Support and model the identified vision, values and behaviors of the organization.
- Open and close facilities.
- Receive and direct visitors; provide information regarding the Department's services and operations; receive and resolve customer complaints and problems. If unable to respond, direct individuals to appropriate person.
- Prepare facilities for use, including but not limited to set up of tables, chairs, other furniture and equipment.
- Monitor activities within the facility to maintain a safe, proper and appropriate environment.
- Enforce department policies including all aspects of rental agreements.
- Check in and, upon completion of rental, check out rental groups.
- Inspect facility and report maintenance and repairs needed.
- Conduct facility tours.
- Identify injury and incident situations and contact appropriate emergency services (911) when needed.
- Assist with implementation of necessary precautions to assure general participant safety.
- Perform light custodial work as needed.
- Perform other duties as assigned.

Secondary Function

- Provide clerical support for assigned projects.
- May process in-person and telephone recreation program registrations.
- May collect fees and receipt financial transactions. (Note: If assigned this task, successful completion of pre-employment credit check is required.)
- Assist with City sponsored special events.

Job Scope

This position involves recurring work situations with occasional variations from the norm with a moderate degree of complexity. Incumbent operates from specific and definite procedures with a low level of supervision.

Interpersonal Contacts

Works with the Parks, Recreation, and Cultural Services department staff and the general public.

Specific Job Skills

Knowledge of:

- Current office practices, procedures and systems.
- Knowledge of Microsoft Word, Publisher, and Excel preferable.

Ability To:

- Be helpful, respectful and courteous to facility users.
- Be an excellent oral communicator.
- Be dependable and trustworthy.
- Work frequent weekend, evenings, and other irregular hours.
- Perform custodial and/or light maintenance duties.
- Work independently with minimal supervision.
- Meet schedules and timelines.
- Recognize occupational hazards and utilize standard safety practices.
- Interpret and apply rules, regulation, policies, and procedures.

Mental Abilities:

Position requires continuous decision making, interpersonal skills, customer service, use of discretion, and the ability to read, write, understand, and speak English; occasional problem analysis, negotiation, independent judgment and/or action, train/supervising, and presentations/teaching and creativity; and rare teamwork and performance of basic and advanced math.

Physical Abilities:

Position requires frequent sitting and hearing; occasional standing, walking, feeling, talking, stooping, sitting, fingering, handling, bending, and repetitive motions of feet, hands and wrists; and rare crawling, kneeling, and climbing. Must be able to lift and carry 25 pounds and push and pull 50 pounds.

Education and/or Experience

One year of work experience.

Special Requirements

- Successful completion of pre-employment background check.
- Bilingual (English and Spanish) preferred.

Job Conditions

The Customer Service Representative I works directly with facility users at Burien Community Center. A high degree of physical mobility is required to set up and rearrange room equipment. Ability to work a flexible schedule is required. Work is primarily during evening and weekend hours.

Hazards: May have contact with dissatisfied or abusive individuals.

Adopted 031218