

Customer Service Specialist: Part-time

Reports to: Business Operations Supervisor
Pay rate/status: \$16.98-\$22.93/hr. (permanent; part-time, non-exempt}
Hours/shift: Currently hiring for two shifts. Additional hours may be available.
Shift 1- MonTuesWed 1:45-515p (approx.10.5/hr. a week)
Shift 2- Thurs 1:45-515p and Fri 12:15-5:15p (approx. 8.5/hr. a week)
Open to discussing combining into one position.
Opening date: 10/07/2026
Closing date: Open till filled.

General statement of duties: Performs customer service duties including front desk operations, customer assistance, cash handling, and administrative support to district operations and programs. Performs related work as required.

Distinguishing features of the class: An employee in this classification is responsible for providing support to customers at a district facility; assisting in the reception and registration duties; and providing exceptional customer service. Work is performed under supervision of direct supervisor, with work being reviewed primarily based on quality of work, results attained, patron feedback, and direct observation. Supervision is not normally a responsibility of positions in this classification.

EXAMPLES OF ESSENTIAL DUTIES PERFORMED:

(Illustrative only. Any single position of a class will not necessarily involve all the duties listed, and many positions will involve duties that are not listed.)

- Perform front desk operation duties including answering and directing calls, registering patrons in person and over the phone, guiding patrons through online account access, daily cash handling and deposits, processing a variety of reports, and performing other administrative support duties to district programs as assigned by direct supervisor.
- Perform opening/closing duties including ensuring spaces are clean, securing rooms, turning off lights and other equipment, and locking/arming the facility.
- Provide assistant in processing district facility rental agreements, reservations, and refunds, as assigned.
- Provide excellent internal and external customer service through professional communication. Create a positive experience for staff and patrons through professional and courteous behavior and effective problem-solving resolution.
- Communicate feedback from patrons on district programs and/or operations to the appropriate supervisor.
- Proactively identifies errors with RecTrac and district website and works with program staff to resolve issues.
- Maintain an organized and operational front office area. Communicate needs or concerns to office coordinators.
- Provide facility support including assisting with light custodial duties and room set-up/take downs.
- Enforces appropriate facility operating policies and procedures.
- Attend all department and district-wide staff meetings and trainings.
- Ensure facility operating procedures and district policies are followed.
- Administer first aid, CPR, and AED and respond to emergencies as required.

- Acts as a mandatory reporter and reports suspected cases of abuse and neglect to the appropriate authorities, including direct supervisor.
- Performs other job-related duties as assigned.

DESIRABLE QUALIFICATIONS:

Knowledge: Knowledge of standard office practices and procedures, an understanding of customer service principles and basic business communications; basic use of relevant office equipment, multi-line phone system, computer programs, email, record keeping software, cashier and accounting procedures.

Skills: The operation of standard office equipment; effective written and oral communication skills; use of a computer; basic skills using Microsoft Office Suite and registration software systems preferably RecTrac.

Abilities: Work independently; communicate effectively both verbally and in writing; work successfully with patrons of all ages and abilities, co-workers, and supervisors; act calmly and effectively in emergency situations; communicate courteously, tactfully and pleasantly with the public and staff; work effectively in an environment with frequent interruptions.

Physical demands of the position: While performing the duties of this position, the employee is frequently required to sit. This position also requires the ability to stand, bend, kneel, and lift objects from floor to shoulder, crouch, walk, carry, push objects, communicate, reach, and grip/manipulate objects. The position requires mobility including the ability to move materials weighing up to 15 pounds on a regular basis such as files, books, office equipment, bags, nets, etc., and may infrequently require moving materials. Manual dexterity and coordination are required over 80% of the work period while operating equipment such as computers, keyboards, telephones, calculators, and standard office equipment. People with special needs may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to the disability and the ability of the hiring department to accommodate the limitation.

Experience and training: High school diploma **and** one year of direct customer service; including cashier experience in a busy and highly public environment; **or** any satisfactory combination of experience and training which demonstrates the knowledge, skills, and ability to perform the above-described duties.

Necessary special requirements: Possession of or ability to obtain current first aid and CPR certificates within 30 days of hire; ability to pass a criminal background check.

Sisters Park & Recreation District is an equal opportunity employer.

Updated 10/07/2026