

**CITY OF SAGINAW
JOB DESCRIPTION**

Job Title: Customer Service Associate
Department: Recreation
Part-Time Position

Effective: 10-01-2004
State Employment Commission Code: 7999
Worker's Compensation Number: 8810

Job Summary:

Monitors recreation facilities and activities in accordance with municipal rules by: handling telephone calls; inform persons about facilities, programs, activities and usage rules; maintain required records and logs of participants; may coordinate use of facilities to prevent conflicts; patrol facilities to detect damage, report damages and secure the facility; and create and assemble ID badges and may create signs and posters.

Essential Job Functions:

This position must have the demonstrated ability to communicate effectively and answer questions with a variety of customers; Ability to handle cash and register program participants; Ability to maintain appearance of the facility by performing light custodial duties; Basic knowledge of common athletic apparatus; Perform other duties as assigned. Must be able to lift items weighing up to twenty-five pounds. Performs work under normal office conditions. Exposed to an out-of-door environment, subject to extremes of temperature and inclement weather.

Other Job Functions:

Must be able to work weekday mornings and/or evenings, weekends and rentals. Works with other City departments as needed. Performs other duties as assigned.

Required Education, Degrees, Certificates, and/or License:

High school Diploma, GED, or high school student ages 16 & up; or up to one month related experience or training. Must possess a valid Texas driver's license. CPR preferred.

Experience, Training, Knowledge, and Skills:

Ability to communicate effectively and work well with a wide variety of people is required. Must have the ability to operate computers, printers, calculators, FAX machine, typewriter, copy machine, telephone. Must be a highly motivated individual possessing exceptional customer service skills.