

SENIOR CUSTOMER ASSISTANT
(Community Centers)
373

DEPARTMENT: Community Services/Parks and Recreation

NATURE OF WORK:

Leads assigned shift in the daily operation of the customer service desk at the James City County/Williamsburg and James River Community Centers. Provides guidance and instruction to Customer Assistants. Duties are performed under the general supervision of the Center Administrator and the direct supervision of the Senior Operations and Aquatic Coordinator. Working hours include nights, weekends, and holidays.

ESSENTIAL FUNCTIONS OF THE JOB:

Plans and carries out assigned duties and resolve problems of a procedural nature within established guidelines.

Performs as lead worker to Customer Assistants and oversees the daily operation of the customer service desk.

Assumes the responsibility for operations of the Community Centers in the absence of the Center Administrator and the Senior Operations and Aquatic Coordinator.

Prepares weekly staff schedules for Customer Assistants and for after hour rentals. Maintains time sheets and leave records; approves leave requests and schedules changes; coordinates with other Senior Customer Assistants to ensure adequate staff coverage.

Provides Center Administrator and the Senior Operations and Aquatic Coordinator with feedback on the work performance of Customer Assistants and conducts performance evaluations; participates in the interviewing and the selection of new Customer Assistants.

Provides guidance and training to Customer Assistants and Volunteers in Community Center operations and procedures.

Answers a variety of questions both in person and over the telephone regarding Center operations and policies. Resolves patron complaints and responds to requests within established guidelines. Refers unusual complaints or requests to the Center Administrator or to the Senior Operations and Aquatic Coordinator.

Assists in marketing and promoting programs for both Community Centers by writing press releases and updating bulletin boards and seasonal brochures.

Oversees and is responsible for cash control; closes out cash register, verifies cash drawers, completes deposit sheets, and submits money and documentation to the Division's Fiscal Technician and the Treasurer's Office.

Ensures that Center rules and safety standards are followed.

Maintains a variety of automated and manual records on Center usage; enters data into computer; prepares and/or oversees preparation and submission of automated and manual reports on attendance, accident and incident reports, racquetball court usage, etc.

Assists Center Administrator and the Senior Operations and Aquatic Coordinator in the development of policies and procedures affecting the Community Centers.

Keeps abreast of Community Centers' and Division programs, policies and procedures, and special events and conveys information to Customer Assistants.

Maintains inventory of supplies used at the Customer Service Desk.

Responsible for the maintenance of photo I.D. camera, equipment and processing.

Opens and closes Community Centers as necessary. Ensures that building is empty and secured when closing at night.

Promotes and ensures proper employee training and compliance with the County safety program and departmental safety procedures; ensures that all equipment materials and work conditions are adequately maintained to prevent accidents. Assists in implementing Emergency Action Plans for both facilities.

Performs duties as required for Notary services.

ADDITIONAL DUTIES PERFORMED :

Greets patrons as they enter the facility; accepts registrations and proper fees for programs, facility rentals, access passes, field rentals, etc.; ensures application and registration forms are properly completed; verifies residential status for James City County and the City of Williamsburg and corporate memberships; takes photos for access cards; checks in class participants; scan access cards; issue visitors passes; collect user fees; make point-of-transactions; and accepts reservations for fitness orientations, racquet ball and childcare as necessary.

Schedules use of meeting rooms and coordinates group rentals. Sets up tables and chairs, movie screens, audiovisual equipment, etc., as necessary.

Is responsible for routine maintenance in the absence of custodial staff as necessary, i.e., sweeps and mops lobby area and locker rooms; documents and reports building maintenance requirements.

Drives County vehicle to make deposits, pickups, deliveries and run other errands as necessary.

Performs other related duties as required.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed at the James City/Williamsburg and/or James River Community Centers. Requires considerable movement around the facilities to monitor activities. Operates standard office equipment to include telephone, computer keyboard, fax and copy machines, etc. Also operates Photo ID camera.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable experience and knowledge of customer service relations and practices;

Ability to plan and guide the work of others;

Ability to communicate with the public and coworkers and enforce operating policies and procedures independently in an effective professional and courteous manner.

Considerable knowledge of automated and manual record keeping.

Ability to operate cash drawer, general office equipment, word processing equipment, and microcomputers as required to accomplish the work assigned.

Ability to handle money and maintain related fiscal records, maintain moderately complex records and make mathematical computations with accuracy.

Ability to follow verbal and written instructions and work under pressure to meet deadlines.

MINIMUM QUALIFICATIONS:

High school diploma or equivalent, and considerable work experience and training which provides the knowledge, skills, and abilities to perform the essential functions of the job and have involved assisting the public, supervising, general record keeping and handling money.

NECESSARY SPECIAL QUALIFICATIONS:

Must possess a valid Virginia driver's license.

Must possess or obtain within the 6 month probationary period and maintain a current CPR Certificate and Certification for Notary Public.

Incumbent must pass a drug screening and a Criminal History Record check as prerequisite for employment.

IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title Senior Customer Assistant Position Number 373
Department Community Services Division Parks and Recreation

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

I. *Mental Abilities:* General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- ☒ Ability to understand and follow oral instruction
- ☒ Ability to understand and follow written instruction
- ☒ Ability to guide and/or give instructions
- ☒ Ability to make decisions in accordance with established procedures and policies
- ☐ Not essential to job function

II. *Verbal Abilities:* Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

1. Speaking/Talking:

- ☒ Answering telephone, radio, or switchboard
- ☒ Communicating with County officials
- ☒ Communicating with general public
- ☒ Communicating with vendors
- ☒ Communicating with supervisors and/or with other employees
- ☐ Communicating with others _____
- ☐ Not essential to job function

2. Hearing/Listening:

- ☒ For communication with County officials, public, vendors, supervisors and/or other employees
- ☐ Not essential to job function

3. Reading: (ability to read and understand text)

- ☒ Essential to job function
- ☐ Not essential to job function

III. Numerical: Ability to perform arithmetic operations quickly and accurately.

- ☒ Ability to mentally perform accurate two digit calculations
- ☒ Ability to perform accurate calculations aided by a calculator, adding machine or measurement device

IV. Spatial Abilities: Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- ☐ Essential function
- ☒ Not essential function

V. Motor Coordination: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

1. Manual Dexterity: Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- | | |
|--|---|
| <input checked="" type="checkbox"/> Use telephone | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input type="checkbox"/> Use switchboard | <input type="checkbox"/> Use postage machine |
| <input type="checkbox"/> Use radio/console | <input type="checkbox"/> Use hand tools |
| <input checked="" type="checkbox"/> Use a calculator | <input type="checkbox"/> Use power tools |
| <input checked="" type="checkbox"/> Use a copy machine | <input checked="" type="checkbox"/> Other: <u>Camera to make passes for patrons for memberships</u> |
| <input checked="" type="checkbox"/> Use a fax machine | <input type="checkbox"/> Not essential to job function |

2. Finger Dexterity: Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- ☐ Essential to job function
- ☒ Not essential to job function

Explain: _____

VI. Physical Demands:

1. **Strength:** The quality, state or property of being strong. The power to withstand strain, force or stress.

Please check (✓) in appropriate boxes below.

| Ability to manipulate materials and/or equipment (lbs) | | | | | | | Frequency of Manipulation | | |
|--|----|------|-------|-------|-------|-----|---------------------------|------------|--------------|
| | 5- | 5-10 | 10-15 | 15-25 | 25-50 | 50+ | Occasionally | Frequently | Continuously |
| Lift | | | | | ✓ | | ✓ | | |
| Push/Pull | | | | | ✓ | | ✓ | | |
| Hold/Carry | | | | | ✓ | | ✓ | | |

Manipulation done from: ☒ ground to waist ☒ waist level ☐ waist to shoulder ☐ above shoulder
(Check all that apply)

Not essential to job function: ☐ Lift ☐ Push/Pull ☐ Hold/Carry (Check all that apply)

2. **Climbing:** To move up or mount by using the hands or feet.

Ladders

- ☒ Step stool
☒ 8' to 10' step ladder
☐ Extension ladder
☐ Other _____
☐ Not essential to job function

Stairways

- ☐ 1 flight
☒ 2 flights
☐ 3 or more flights
☐ Other _____
☐ Not essential to job function

Steps

- ☐ 1-2
☐ 2-3
☐ 3-4
☒ Other ____20____
☐ Not essential to job function

3. **Ability to Stand, Sit, Walk, and Run:**

Please check (✓) in appropriate boxes below.

| Duration (hours/day) | | | | | | | Occasionally | Frequently | Continuously |
|----------------------|-----|-----|-----|-----|-----|----|--------------|------------|--------------|
| | 0-1 | 1-3 | 3-5 | 5-7 | 7-9 | 9+ | | | |
| Stand | | | | ✓ | | | | ✓ | |
| Sit | | | | ✓ | | | | ✓ | |
| Walk | | | | | ✓ | | | | ✓ |
| Run | ✓ | | | | | | ✓ | | |

If walking or running, over what type of terrain? ☒ flat ☐ rough ☐ both

Not essential to job function: ☐ Stand ☐ Sit ☐ Walk ☐ Run (Check all that apply)

4. Stooping, Kneeling, Crouching, and /or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

Daily Amounts

- ☐ 0-5x ☒ 5-20x ☐ 20-50x ☐ 50+x
☐ Other _____ ☐ Not essential to job function

5. Reaching, Handling, Fingering, and/or Feeling:

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

Daily Amounts

- ☒ 0-5x ☐ 5-20x ☐ 20-50x ☐ 50+x
☐ Other _____ ☐ Not essential to job function

6. Seeing: To perceive or comprehend by the sense of sight.

- ☐ Essential to job function: These characteristics are necessary (Check all that apply)
☒ Peripheral vision
☒ Night vision
☒ Focus (distinctness or clarity)
☒ Color perception (discriminate between colors)
☒ Depth perception (determine distance relationship between objects)

***VII. Driving:* The ability to transfer or convey in a vehicle.**

| Transmission | Standard | Automatic | Multi-Gears |
|-------------------------------|--------------------------|-------------------------------------|--------------------------|
| Car | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Van | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Small Truck | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Medium Truck | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Large Truck | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Truck w/Equipment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Heavy Bus Equipment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Not essential to job function | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (list) _____ | | | |