



JOB TITLE: Customer Service Representative
JOB LEVEL: Level I

EDUCATION &/OR CERTIFICATIONS REQUIRED: None
HOURLY WAGE: \$9.25 - \$12.75

OVERVIEW:

Under the direction of the front desk coordinator, the Customer Service Representative is primarily responsible for providing quality customer service to anyone who enters the building or calls the office seeking information or assistance. This includes frequent interaction with the public & Portland Parks & Recreation staff.

BASIC REQUIREMENTS:

1. Previous office & customer service experience is beneficial.
2. Strong people & customer service skills, & the ability to communicate effectively with staff & the public.
3. Solid computer & keyboard skills.
4. Good math skills & the ability to follow through on detailed work.
5. Maintain First Aid & CPR certifications

KNOWLEDGE, SKILLS, & ABILITIES:

1. Ability to work in a team atmosphere promoting positive & effective working relationships with staff, volunteers & customers.
2. Ability to communicate effectively with diverse groups of people.
3. Ability to maintain self-control & composure in difficult situations & a fast-paced environment
4. Ability to manage time effectively & prioritize work assignments
5. Ability to accept constructive criticism &/or supervision.
6. Ability to handle conflicts & respond to problems & customer concerns
7. Ability to recognize & respond to safety & emergency situations.
8. Ability to represent Portland Parks & Recreation in a professional manner.
9. Ability to follow directions & communicate verbally & in writing.
10. Ability to maintain confidential records & information.
11. Maintain First Aid & CPR certifications

DUTIES & RESPONSIBILITIES:

1. Promote a welcoming & friendly atmosphere.
2. Greet & assist guests that come to use the facility or call on the phone.
3. Gain knowledge & understanding of ACTIVENET software & registrations systems.
4. Process registrations & payments for courses & programs, & process facility memberships, where applicable
5. Open and close the facility as required.
6. Maintain up-to-date knowledge of facility programs & information.
7. Learn procedures to balance & close-out the register & computer system daily.
8. Clerical duties such as filing, organizing, preparing mailings, etc.
9. Maintain compliance with PCI standards at all times.
10. Answer the telephone, refer calls, take messages & give out correct information concerning Portland Parks & Recreation programs.
11. Keep front desk clean & organized & all promotional materials current
12. Follow all Portland Parks & Recreation rules, policies, & procedures.
13. Maintain excellent communication with all staff & customers through verbal & written means.
14. Wear Portland Parks & Recreation name badge or staff clothing while on duty.
15. Attend all mandatory staff meetings and required trainings.
16. Recognize and promptly respond to safety hazards and emergency situations.
17. Other duties as assigned.



**Customer Service Representative
Level I**

	Step 1	Step 2	Step 3	Step 4
Year 1	\$9.25	\$9.50	\$9.75	\$10.75
Year 2	\$9.50	\$9.75	\$10.25	\$11.25
Year 3	\$10.00	\$10.25	\$10.75	\$11.75
Year 4	\$10.50	\$10.75	\$11.25	\$12.25
Year 5	\$11.00	\$11.25	\$11.75	\$12.75

Wage increases are determined by years of service plus satisfactory annual evaluations. All new employees will start at Step 1 unless they have demonstrated education or experience that meets the following criteria. A Recreation Supervisor must approve entry wage and wage progressions, and may override requirements for step increases.

Employees must meet every requirement in each step to qualify for that step.

Step 1	No experience necessary
Step 2	<ul style="list-style-type: none"> • High School diploma or GED; • A minimum of 250 hours working &/or volunteering in a related field.
Step 3	<ul style="list-style-type: none"> • 1 year of college/vocational education with a major course work in a related field; • A minimum of 500 hours working &/or volunteering in a related field.
Step 4	<ul style="list-style-type: none"> • BA/BS in related field or equivalent • A minimum of 750 hours working &/or volunteering in a related field.

Hours Key– to be used to transpose a set hours total into per week & per month figures

	Per week (52 wks / year)	Per Month
250 hours	4.8 hrs / wk	20.8 hrs / month
500 hours	9.6 hrs / wk	41.6 hrs / month
750 hours	14.4 hrs / wk	62.5 hrs / month
1000 hours	19.2 hrs / wk	83.3 hrs / month
1250 hours	24.0 hrs / wk	104.2 hrs / month
1500 hours	28.8 hrs / wk	125.0 hrs / month



PORTLAND PARKS & RECREATION

Healthy Parks, Healthy Portland

Customer Service Rep I Application

TO APPLY: Please carefully read through attached job description to determine qualifications. Submit application. Position is open until filled.

Return application to:
St. Johns Community Center
8427 N. Central
Portland, OR 97203
(503) 823-3192

Personal Information	<p><i>Resumes are encouraged. Applicants will be screened according to experience or training relevant to position. Those most qualified will be invited to an interview. Applicants must pass a Criminal Background Check.</i></p> <p>Name: _____ Phone (____) ____ - _____</p> <p>Address: _____ Cell Phone: (____) ____ - _____</p> <p>City: _____ State: ____ Zip: _____ - _____ Email: _____</p> <p>Emergency Contact: _____ Relationship: _____ Phone: (____) ____ - _____</p> <p>Education: 12 13 14 15 16 17 High School: _____ GED or Graduation Year: _____ <small>(circle last year completed)</small></p> <p>College: _____ Graduation Year: _____ Major: _____</p>																								
Certifications	<u>Certifications</u>	<u>Issuing Agency</u>	<u>Issue Date</u>	<u>Expiration Date</u>																					
	First Aid	_____	_____	_____																					
	CPR-Adult/Child/Infant	_____	_____	_____																					
	Food Handler's Permit	_____	_____	_____																					
	EPI Pen	_____	_____	_____																					
	Other	_____	_____	_____																					
	Copies of all certifications must be attached to this completed application.																								
Skills	<p>Use E or T to mark the areas in which you have (E) Experience or (T) Training</p> <table style="width: 100%;"> <tr> <td style="width: 33%;"><u>Software Programs</u></td> <td style="width: 33%;"><u>Office Skills</u></td> <td style="width: 33%;"><u>Other Skills</u></td> </tr> <tr> <td>___ MS Word</td> <td>___ Filing</td> <td>___ Cultural Competency</td> </tr> <tr> <td>___ MS Excel</td> <td>___ Answering Phones</td> <td>___ Customer Service</td> </tr> <tr> <td>___ InDesign</td> <td>___ Laminating Machine</td> <td>___ People with Disabilities</td> </tr> <tr> <td>___ MS Publisher</td> <td>___ Maintaining Mailing Lists</td> <td>___ Processing Client Registrations</td> </tr> <tr> <td>___ ActiveNet</td> <td>___ Creating flyers & signs</td> <td>___ Language</td> </tr> <tr> <td>___ MS Access</td> <td>___ Photocopying</td> <td></td> </tr> </table>				<u>Software Programs</u>	<u>Office Skills</u>	<u>Other Skills</u>	___ MS Word	___ Filing	___ Cultural Competency	___ MS Excel	___ Answering Phones	___ Customer Service	___ InDesign	___ Laminating Machine	___ People with Disabilities	___ MS Publisher	___ Maintaining Mailing Lists	___ Processing Client Registrations	___ ActiveNet	___ Creating flyers & signs	___ Language	___ MS Access	___ Photocopying	
<u>Software Programs</u>	<u>Office Skills</u>	<u>Other Skills</u>																							
___ MS Word	___ Filing	___ Cultural Competency																							
___ MS Excel	___ Answering Phones	___ Customer Service																							
___ InDesign	___ Laminating Machine	___ People with Disabilities																							
___ MS Publisher	___ Maintaining Mailing Lists	___ Processing Client Registrations																							
___ ActiveNet	___ Creating flyers & signs	___ Language																							
___ MS Access	___ Photocopying																								
References	<p>1. Name: _____ Relationship to applicant: _____</p> <p>Address: _____ City: _____ State: ____ Zip: _____</p> <p>Phone: _____</p> <p>2. Name: _____ Relationship to applicant: _____</p> <p>Address: _____ City: _____ State: ____ Zip: _____</p> <p>Phone: _____</p>																								

Supplemental Questions

Supplemental Questions - To apply for this position you must answer the following questions. Use an additional sheet if necessary.

1. Describe your definition of quality customer service? Tell me about a time that you have provided quality customer service.

2. Tell us about your computer skills? What types of software have you used? What do you do with a program you're not familiar with?

3. What kinds of office environments have you worked in?

Employment History

Please list your employment and/or volunteer history. Begin with your most recent experience.

Employer: _____ Phone: (____) ____ - ____
Address: _____ City: _____ State: ____ Zip: _____
Name of Supervisor: _____ Title: _____
Wage: Start: _____/hr Last: _____/hr; May we contact this employer? Yes No
Average number of hours worked per week: _____ Number of weeks worked per year: _____
Reason for leaving: _____

Employer: _____ Phone: (____) ____ - ____
Address: _____ City: _____ State: ____ Zip: _____
Name of Supervisor: _____ Title: _____
Position Held: _____ Dates Employed: _____ To _____
Duties: _____

Wage: Start: _____/hr Last: _____/hr; May we contact this employer? Yes No
Average number of hours worked per week: _____ Number of weeks worked per year: _____
Reason for leaving: _____

Signature

I understand that if hired by Portland Parks & Recreation, my employment is part-time and at-will. I further understand that I am not guaranteed a certain number of hours. Hours and schedules are determined by program demand, facility need, weather, mobility, and employee experience.

I have made no willful misrepresentations, omissions, or falsifications. I am aware that should investigation disclose such misrepresentations, falsifications, or omissions in the information I have submitted in the application process, my application will be rejected. If, after acceptance for employment, subsequent investigation should disclose misrepresentation, falsification, or omission, it will be just cause for immediate dismissal.

SIGNATURE: _____ DATE: _____