

Customer Service Representative

\$26,805 / year or higher DOQ + [Full Time County Benefits](#)

James City County Parks and Recreation Department is seeking individual to perform responsible work in the daily operation of assisting the Department including assisting patrons and monitoring activities; may act as lead worker. Primary shift will be evening and weekends, depending on scheduling needs.

Responsibilities

- Provides customer service to the public and internal customers in person and over the telephone; provides information and directs patrons to desired areas.
- Completes registrations including payments; verifies cash drawer, closes out register and completes daily deposit reports.
- Opens and closes the facility; monitors and oversees the facility activities; maintains the cleanliness of the facility which may include emptying trash cans, picking up litter, cleaning rest rooms, shelters and locker rooms; performs minor repairs and maintenance on equipment, grounds and any facility structures; ensures compliance of facility rules, safety standards and sanitation requirements; inspects facility to help ensure the safe and proper conduct of patrons.
- Assists in the implementation of emergency action plan and responds to emergencies.
- Schedules the use of meeting rooms and coordinates group rentals for paying groups; assists with the setup of tables and chairs, audiovisual equipment as needed.
- Keeps inventory of operating and office supplies and point-of-sale items and places orders.

Requirements

- Any combination of education and experience equivalent to a high school diploma (dependent on assigned location); some work experience which shall have involved assisting the public, general record keeping and handling money.
- Depending on area assigned, must possess, or be able to obtain within 30 days of hire, a valid Virginia driver's license and have an acceptable driving record based on James City County's criteria.
- Must possess, or be able to obtain within sixty (60) days of hire, certification in First Aid and Cardio Pulmonary Resuscitation (CPR) for Professional Rescuers (Infant, Adults, and Child).
- Knowledge of principles and processes for providing customer service including setting and meeting quality standards for services, and evaluation of customer satisfaction; automated and manual record keeping.
- Skill in use of computer software including Microsoft Office Suite.
- Ability to communicate with the public and coworkers in an effective, professional, and courteous manner; explain and enforce all policies and rules in an effective manner; operate cash register, general office equipment, word processing equipment and microcomputers as required to accomplish the work assigned; handle money and maintain related fiscal records; maintain moderately complex records; independently apply and carry out policies and procedures within assigned area of responsibility; make mathematical computations with accuracy; follow verbal and written instructions.

Accepting applications until 11:59pm EST on 01/01/2020 or when filled, whichever comes first. Only online applications to our website will be considered. To apply, please visit the James City County Career Center at <https://jobs.jamescitycountyva.gov>