

Senior Customer Service Representative

\$28,823 / 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 manager on duty as needed.

Responsibilities

- Supervises work of team members during operations including accountability for job completion, coordination of logistics and overall welfare and performance of assigned personnel; assists with payroll tracking and approvals; creates weekly work schedules for assigned staff; completes performance evaluations for assigned staff; assists in the coordination and execution of staff trainings.
- Ensures the safety and regulates conduct of center patrons; enforces center policies, rules and regulations; provides customer service to patrons, including handling customer conflict and complaints; issues trespass warnings and enforces behavioral consequences grid.
- Assists in development of procedures, guidelines, rules and regulations for the operation of the recreation center; assists in the implementation of emergency action plan and responds to emergencies.
- Completes registrations including payments; verifies cash drawer, closes out register and completes daily deposit reports; processes customer refunds; keeps inventory of office supplies and point-of-sale items and places orders.
- 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; schedules the use of meeting rooms and coordinates group rentals; assists with the setup of tables and chairs, audiovisual equipment as needed.
- Completes monthly reports.

Requirements

- Any combination of education and experience equivalent to a high school diploma; some work experience which shall have involved assisting the public, general record keeping and handling money; some supervisory experience preferred.
- 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 and Sign-ups.
- 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.

[Click here](#) for full job description. Accepting applications until 11:59 pm EST on 09/17/2021. Cover letters and resumes may also be attached, but a fully completed application is required in order for your application to be considered

Only online applications to our website will be considered. To apply, please visit the James City County Career Center at <https://jobs.jamescitycountyva.gov>