

## Customer Service Representative

\$15.76 / hour - James City County Recreation Center is seeking someone who wants to have fun at work but is also enthusiastic and hard-working with a “people-first” attitude! The James City County Recreation Center and Abram Frink Community Center are a part of the award-winning James City County Parks & Recreation department and are looking for someone to interact with customers, process payments, schedule reservations, assists in opening or closing facilities and, provide information in response to inquiries not only about the Centers but also James City County and all that it has to offer. If you are a collaborative team player who adapts to both serving and leading, have excellent customer care and focus, can think fast, find answers, and respond quickly to customer needs in a polite and professional manner, then this is the employment opportunity for you. Applicants who can work a flexible schedule, mainly nights and weekends, at both the James City County Recreation Center and the Abram Frink Jr. Community Center are preferred. Candidates should discuss availability during the hiring process.

### **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, and locker rooms; ensures compliance of facility rules, safety standards and sanitation requirements; inspects facility to help ensure the safe and proper conduct of patrons.
- Performs other duties as assigned.

### **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.
- Must possess reliable transportation to work site(s).
- 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 Cardiopulmonary 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.

[Click here](#) for full job description. Accepting applications until positions are filled. Cover letters and resumes may also be attached, but a **fully completed application** is required 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>