

## Senior Customer Service Representative

\$35,006 / year or higher DOQ + [Full-Time County Benefits](#).

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. The work schedule will primarily be Monday-Thursday 12:15-9:15 p.m., Friday 11:15 a.m. -8:15 p.m., with rotating weekends.

### 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 position is 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>