



**CITY OF GRIMES PARKS AND RECREATION DEPARTMENT SEEKS PART-TIME
CUSTOMER SERVICE REPRESENTATIVE**

The Grimes Parks and Recreation Department seeks a part-time Customer Service Representative to assist the Parks and Recreation department employees and visitors to the Grimes Community Complex with a variety of clerical and general office duties. The principal function is to serve as a central communication point and provide service to customers both in person, via the telephone or any other electronic means. The anticipated schedule for the position will be 20 hours weekly.

Ideal candidates will have a high school diploma or GED and substantial knowledge of current practices and procedures involved in customer service and modern office procedures, practices and equipment.

Special Requirements

A post-offer background check is required. For consideration, submit a completed application, resume, and cover letter via email to Tammy Johnson at tjohnson@grimesiowa.gov, or at Grimes Community Complex (GCC) 410 SE Main St., Room 105, Grimes. Materials will be reviewed as they are submitted through close of business on **January 16, 2022.**



City of Grimes Job Description

A. Position Title Location

Customer Service Representative	Grimes Community Complex
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B. Job Specifications

<input type="checkbox"/> Regular, Full-Time	<input checked="" type="checkbox"/> Permanent Part-Time/20 Hours weekly	<input type="checkbox"/> From: 11:00 am – 3:00 pm M-F
Department:	Parks and Recreation	To: Click here to enter text.
Reports to:	Parks and Recreation Director	Bargaining Unit: N/A
Post Offer Testing:	.	FLSA: Non-exempt
Civil Service:	N/A	Hourly/Monthly Pay: \$18.00 - \$22.00 per hour

C. Job Description Summary

Performs a variety of clerical, general office duties, and information dissemination services for employees and visitors; performs directly related work as required. The principal function of an employee in this class is to serve as a central communication point within the Parks and Recreation Department and to provide service to customers both in person, via the telephone or any other electronic means as well as providing clerical and office support functions to administrative personnel.

D. Routine Job Duties/Responsibilities

Answers department telephone calls, receives and greets visitors to the department and provides information to callers and visitors or refers callers and visitors to other appropriate departments or City personnel;

Answers customer questions requiring detailed programmatic knowledge of departmental operations;

Screens visitors, telephone calls, faxes, mail and messages directed to office personnel

Ability to effectively and courteously interact with patrons and the general public.

Responds to citizens' questions and comments in a courteous and timely manner;

Dispatches information to key departmental personnel as necessary;

Performs other directly related duties consistent with the role and function of the classification.

E. Required Knowledge, Skills and Abilities

Substantial knowledge of current practices and procedures involved in customer service delivery;

Substantial knowledge of modern office procedures, practices and equipment;

Substantial knowledge of modern office filing systems and procedures;

Ability to quickly learn the core area of knowledge of Departmental operations;

Ability to type correspondence and reports

Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks

Ability to understand and follow oral and/or written policies, procedures and instructions;

F. Qualifications

Education/Experience:	At least 18 years of age or older.
Licenses/Certifications:	Valid Iowa drivers' license.

G. Working Conditions

Physical Requirements:	Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to various work sites throughout the City and out of the area. Ability to stand or sit, walk, use hand/fingers to handle or feel, talk/hear, see and repetitive motion. The ability to type 40 wpm.
Other Conditions:	Must pass criminal background check.

H. Disclaimer

This job description reflects the administration's assignment of essential functions; and nothing herein restricts the administration's right to assign or reassign duties and responsibilities to this job at any time (with Union contract guidelines if applicable). This Job Description is not to be construed as a contract for employment.

ACCEPTED IN ALL TERMS-

Employee Name (printed): _____

Signed by Employee: _____

Date: _____

Signed by Recreation & Facility Manager: _____

Date: _____