



Accepting applications for:

Hourly Customer Service Attendant

Parks & Recreation Department

Visit www.icgov.org/jobs to apply online

Wage: \$15.00 per hour

Hours of Work: This is a part-time position with regular weeknight closing shifts at the Mercer Park Aquatics Center. Shifts are generally **4:00pm – 9:30pm**, with various weeknights available based on facility needs and staffing levels

Hours of Operation: Monday – Friday, 6:00am – 9:00pm, Saturday, 6:00am – 8:00pm,
Sunday, 11:00am – 8:00pm

Definition of Work:

The employee performs a variety of duties to ensure all patrons have a positive experience utilizing the recreational facility for open play, special events and reservations. This position is responsible for ensuring the smooth operation of the facility during its hours of operation and taking the lead in addressing any issues that arise. Duties include but are not limited to: greeting and checking in patrons, answering phone calls and directing inquiries, replying to emails, enforcing facility policies, rules, and regulations and registering patrons for activities, meeting rooms and park shelters. Additional responsibilities include maintaining a clean and organized appearance of the facility, performing routine cleaning tasks, conducting facility safety checks, attending to the needs of rental groups and birthday parties, completing incident and accident reports, resolving patron complaints, and supervising patrons in a large recreation center. Other duties may be assigned as needed.

Minimum Qualifications:

Must be at least 18 years of age. Experience providing customer service and working with people of diverse ages, backgrounds, and abilities. Ability to communicate effectively, exercise sound judgment, confidently interact with and direct patrons, and enforce facility policies in a professional, respectful, and consistent manner. Basic computer skills, including the ability to answer phones, respond to emails, perform data entry, and learn the department's registration software. Reliable transportation to work at the Mercer Park Aquatic Center/Scanlon Gymnasium. Employment is contingent upon successfully passing a criminal background check.

More Information:

The City of Iowa City is an eligible employer under Public Service Loan Forgiveness Program. Please visit the [PSLF website](#) for more information.

*IT IS THE POLICY OF THE CITY OF IOWA CITY TO AFFORD EQUAL EMPLOYMENT OPPORTUNITIES
FOR ALL EMPLOYEES AND POTENTIAL CITY EMPLOYEES. DISABILITY-RELATED ACCOMMODATIONS
CAN BE REQUESTED AT 319-356-5020 OR jobs@iowa-city.org.*

