



CLEARFIELD, CITY OF (UT)
invites applications for the position of:

Customer Service Specialist I (Grade FF)

SALARY:	\$10.71 Hourly
OPENING DATE:	01/06/21
CLOSING DATE:	01/13/21 10:59 PM
GENERAL PURPOSE:	

Performs a variety of **entry-level routine and complex clerical** duties as needed to expedite the delivery of recreation programs and services.

SUPERVISION RECEIVED

Works under the general supervision of the Customer Service Supervisor and Customer Service Specialist II.

SUPERVISION EXERCISED

None.

EXAMPLES OF DUTIES:

Greets and receives the public; acts as a receptionist; receives incoming phone calls, provides factual information; takes messages, routes calls; maintains program and activity files; registers program participants for aquatic and recreation programs; takes registration information and fees, issues receipts; sells Aquatic Center memberships, swim equipment, and swim passes; maintains a daily list of registration activities to monitor participant levels and related program needs; runs reports; prepares class rosters.

Provides walk-in and calling public with information related to various recreation services and programs; assists in distributing flyers, brochures, and notices related to recreation programs and activities; assists with special events.

Operates cash register and computer registration program; prints daily cash balance report and prepares daily cashier shift balance sheet at the end of each shift; reconciles revenue from aquatics programs, recreation registrations, and memberships to printed daily cash balance reports; assures the accuracy of their daily business transactions.

Performs upkeep and maintenance of the facility; cleans floors, windows, etc.; cleans work area; sweeps and dust; monitors general activities in the foyer area to assure safety.

Performs as part of the facility emergency team when an emergency arises; takes direction from the center supervisor.

Checks party schedule; prepares room schedule for front desk; orders pizza; cleans and sets up party room on the day of the party; blows up balloons, sets out paper products and drinks;

checks with clients during the party to make sure needs are met; cleans room following the party.

Attends monthly in-service meetings.

Performs related duties as required.

MINIMUM QUALIFICATIONS:

Education and Experience:

A. Sufficient education and training to demonstrate an aptitude or ability to perform above or related duties;

AND

B. Six months general or cashiering work experience.

Special Qualifications:

Must be able to obtain CPR certification for the Professional Rescuer and Community First Aid within two months of hire.

Must be 17 years of age.

Must be willing to work evenings, holidays, and weekends.

ADDITIONAL QUALIFICATIONS/INFORMATION:

Essential Functions, Knowledge, Skills, and Abilities:

Some knowledge of general office maintenance and practice; operation of the word processor and spreadsheets; cashiering and cash balancing procedures; basic mathematics related to cashiering and changing money; basic interpersonal communication skills.

Ability to operate a cash register and personal computer; reconcile daily cash report with revenue collected; communicate effectively, verbally and in writing; communicate effectively with irate customers; develop effective working relationships with supervisors, fellow employees, and the public.

Work Environment:

Incumbent of the position performs in a climate-controlled environment. Tasks require a variety of physical activities, generally involving muscular strain, such as walking, standing, stooping. Common eye, hand, finger dexterity exist. Rapid work speed required to perform keyboard operations. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking, and creative problem-solving. In the interest of workplace and public safety, all offers of employment to include a promotion or a change in job status are contingent upon successful completion of a chemical screen for the purpose of detecting the presence of alcohol and/or controlled substance in the body. A background check is conducted if the candidate is over 18 years of age.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.jobs.clearfieldcity.org>

55 S State Street
Clearfield, UT 84015
801-525-2742

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Position #012021-733
CUSTOMER SERVICE SPECIALIST I (GRADE FF)
RM

Customer Service Specialist I (Grade FF) Supplemental Questionnaire

- * 1. Please describe your cashiering experience. What experience have you had balancing/reconciling cash drawers?

- * 2. This position will be working at the Aquatic Center's front counter. This is a fast-paced position which requires computer knowledge, cashiering and multi-tasking abilities. The person hired for this position must be computer proficient and have the ability to function in a multi-window program while conversing with customers. Do you have the computer knowledge and experience to perform the duties listed above? Please explain.

- * Required Question