



**STAFF REPORT**  
**City of Dripping Springs**  
**PO Box 384**  
**511 Mercer Street**  
**Dripping Springs, TX 78620**

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**Submitted By:** Emily Nelson, DSRP Manager

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**Council Meeting Date:** 11/2/21

**Agenda Item Wording:** Discuss and Consider Approval of part-time DSRP Customer Service Specialist job description.

**Agenda Item Requestor:** Wade King

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**Summary/Background:** The DSRP Customer Service position was originally created as a temporary position during administrative staff transition at the Dripping Springs Ranch Park business office. Since that time, new staff have settled through the transition and have determined that additional staff are needed to serve in a customer service capacity that focusses on answering basic phone calls and processing point of sale transactions. Both of which are difficult to juggle when also trying to book rentals, manage/enforce policy, and put out the inevitable “fires” that running an event center present day in and day out.

Current DSRP leadership identified the need for the administrative customer service position to exist in a part-time capacity and to be scheduled as a compliment to current staff. Their coverage would extend to evenings, weekends and as needed on weekdays in addition to Ranch Hands. The event center is open 7 days a week so to exists standard business/customer needs during the duration.

**Commission  
Recommendations:**

**Recommended  
Council Actions:** Approval

**Attachments:** Dripping Springs Ranch Park Part-time Customer Service Job Description

**Next Steps/Schedule:** Post the opportunity and hire.