



CUSTOMER SERVICE SPECIALIST DRIPPING SPRINGS RANCH PARK Part-Time Non-Exempt

A. GENERAL PURPOSE

Provides general administrative and clerical support for the business operations of Dripping Springs Ranch Park & Event Center and Staff.

B. ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Manages general email and telephone communications including answering and routing phone calls, screening calls as appropriate, answering general questions about the park event center, and the rental process.
2. Copies and emails documents.
3. Files or retrieves documents, records, and reports, as requested.
4. Interacts daily with the public through the Event Center's primary customer service office.
5. Performs day to day point of sale transactions utilizing current business operations software.
6. Assists with monitoring special events and rentals as assigned by the Dripping Springs Ranch Park Manager.
7. Maintains effective working relationships with employees, city officials, and the general public.
8. Maintains confidentiality and exercises prudent judgment on sharing of information.
9. Performs other tasks as assigned by the Dripping Springs Ranch Park Manager.

C. SUPERVISION

Works under the general direction of the Dripping Springs Ranch Park Manager.

D. EDUCATION AND EXPERIENCE

High School Diploma and four (4) years of progressively responsible municipal work, secretarial work, or executive administrative work; or any equivalent combination of

education and progressively responsible experience. Must be able to demonstrate effective listening and communication skills, both in written and verbal formats, concisely. Must possess exceptional grammar, spelling, and proofreading skills. Proficiency in Point of Sale software, Microsoft Office including Word, PowerPoint, and Excel required.

E. TOOLS AND EQUIPMENT USED

Personal computer including word processing and spreadsheet software, 10-key calculator, phone, copy/printer machines, and any other office equipment needed for this position. Employee shall be familiar with ActiveNet or shall be willing to be trained upon employment.

F. SPECIAL REQUIREMENTS

1. A valid state driver's license.
2. While performing the duties of this job, the employee is required to sit for extended periods of time and communicate verbally with others. The employee is occasionally required to move about the Event Center and visit various sites throughout the City.
3. The employee must be able to lift up to 20 pounds on an infrequent basis.

F. WORK HOURS

This is a part-time fifteen hour per week position. Core work hours are between 8:00 am and 5:00 pm including one hour for lunch, Monday through Friday except holidays. However, there may be instances where the Customer Service Specialist is needed to support an event on evenings and/or an occasional weekend. This position is part--time, non-exempt, and eligible for overtime pursuant to the business needs of the Dripping Springs Ranch Park & Event Center and at the direction of the Dripping Springs Ranch Park Manager. Any overtime hours performed must be preapproved by the Dripping Springs Ranch Park Manager

G. SALARY

Pay days are every other Friday, or as otherwise determined by the “City of Dripping Springs Personnel Manual.”

H. BENEFITS

Benefits shall be in accordance with those outlined in the “City of Dripping Springs Personnel Manual,” as may be modified by the employee’s offer letter and subsequent revisions to the Manual.

I. EQUAL OPPORTUNITY EMPLOYER

The City’s employment decisions are made without regard to race, color, religion, sex, age, national origin, sexual orientation, disability, or marital status. Discrimination or harassment

against any person in recruitment, examination, appointment, training, promotion, discipline, or any other aspect of personnel administration because of political or religious opinions or affiliations, membership, or non-membership in employee organizations, or because of race, color, national origin, age, disability, veteran status, sex, sexual orientation, or marital status is prohibited. If you would like to arrange for accommodations, we encourage you to contact Ginger Faught at (512) 858-4725.

Please note: *This Position Description is not a contract and shall not be construed to alter an employee's at-will relationship. The terms and conditions of any employee's position with the City may be altered by the City Council at any time. To the extent reasonably possible, this Job Description, the Personnel Manual, and the employee's Offer Letter shall be read together in harmony. If there are conflicts between this Position Description, the Personnel Manual, and the employee's Offer Letter, the most specific term or condition of employment shall govern.*