



CUSTOMER SERVICE SPECIALIST
Seasonal Full-Time

Approved _____

A. GENERAL PURPOSE

The Dripping Springs Founders Memorial Park Pool Customer Service Specialist is responsible for facilitating business operations, pool admissions, and general customer service at the Dripping Springs Founders Memorial Park Pool.

B. SUPERVISION RECEIVED

Works under the general direction of the Programs & Aquatics Manager and the Parks and Community Service Director.

C. ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Maintains work areas in a clean and organized manner.
2. Answers main phone line with professionalism and poise providing answers to repetitive questions, daily.
3. Works with pool staff to perform daily operations including opening and closing the facility, maintaining a safe and clean environment, and providing a quality experience for all patrons.
4. Operates the online register, assists with online purchases and registrations, and performs credit card transactions.
5. Must be always professional and provide high quality customer service.
6. Follows department policies and procedures.
7. Performs other duties as assigned or directed.

D. EDUCATION, EXPERIENCE, AND CERTIFICATIONS

Education: No work or lifeguard experience necessary. Red-Cross CPR/AED Certified (city will provide training if not already obtained.)

1. Ability to establish and maintain effective working relationships with City employees, City officials, vendors, and public.

2. Ability to handle and maintain confidential and sensitive information while maintaining confidentiality.
3. Ability to communicate effectively orally and in writing.
4. Ability to work independently and exercise good judgment.

E. SPECIAL REQUIREMENTS

1. Arrive to work every day, on time, as scheduled.
2. Must be able to stand for long periods of time.
3. The employee must occasionally carry, lift, hold, push and/or pull up to 50 pounds.
4. Minimum Age: 16.

F. WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to perform the essential functions if needed. The employee regularly works in outside weather conditions; works in both indoor and outdoor environments; and has exposure to extreme weather conditions.

G. WORK HOURS

The Customer Service Specialist position is a full-time seasonal position. Hours may vary based on staff needs. Varied shifts including holidays, weekends, and evenings up to 40 hours per week. This position is non-exempt and eligible for overtime pursuant to the needs of the City, if the employee works more than forty (40) hours in a seven (7) day work period, and at the direction of the Programs & Aquatics Manager or Parks and Community Services Director. Any overtime hours performed must be preapproved by the Parks and Community Services Director.

Founders Memorial Park Pool is open from May – September. During the regular season, Labor Day to Memorial Day, the pool is open 7 days a week from 8am – 6pm, with the exception of private pool rentals which occur from 6pm-8pm.

H. SALARY

Compensation range is \$11-\$13/hour, depending on experience. Pay days are every other Friday as outlined in the CITY OF DRIPPING SPRINGS PERSONNEL MANUAL.

I. BENEFITS

As a seasonal employee the employee shall not be eligible for City benefits. Additional direction on benefits is outlined in the CITY OF DRIPPING SPRINGS PERSONNEL MANUAL, as may be modified by the specific employee's offer letter.

K. EQUAL OPPORTUNITY EMPLOYER

The City's employment decisions are made without regard to race, color, religion, sex, age, national origin, sexual orientation, handicap, 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, or marital status is prohibited. If you would like to arrange for accommodations, we encourage you to contact City Administrator Michelle Fischer 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.