



## CIRCLE C AQUATICS

### JOB DESCRIPTION – CUSTOMER SERVICE REPRESENTATIVE

Wage Range: \$10.00 - \$12.00 /hour  
Seasonal – Part Time – 15-40 hours/week



#### Position Description

Under general supervision, performs a variety of administrative support and customer service responsibilities. The Customer Services Representative is responsible for daily Front Desk operations, tasks and general maintenance. The Customer Service Representative reports directly to the Administrative Coordinator

#### Responsibilities

- Answers phone calls and emails, directs calls, takes messages, and greets public
- Provides general information for all Circle C Aquatics classes, programs and events
- Utilizes all registration, membership, and point of sale systems to process paperwork, memberships and reservations
- Accurately processes program registrations and membership passes, including all paperwork
- Monitors admittance to the Aquatics Facilities, check required credentials and charges appropriate fees
- Calculates fees, runs charges, operates cash register, and reconciles cash/checks/charges to daily sales reports
- Monitors guest activities in main lobby area and enforce all rules, regulations and safety principals
- Assists in opening and closing procedures for the Aquatics Facilities, including pool covers, cleaning, etc.
- Books Area Reservations and provides necessary set-up for scheduled reservations
- Greets and directs program and event attendees
- Assists in the organization of programs and works special events and holidays as needed
- Serves as administrative support for all staff
- Assists with special projects as needed
- Deals tactfully and courteously with all patrons and coworkers
- Establishes and maintains effective working relationships with other employees, other agencies and the general public
- Actively attends and participates in all required staff trainings and meetings
- Assumes assigned duties relating to the care and maintenance of Aquatics Facilities
- Contributes to the overall success of Circle C Aquatics through customer service and collaboration with management
- Performs other duties as assigned

#### Experience & Education

##### Required

- High School Diploma or equivalent
- Must have active email address
- Proficiency w/ Windows PC Software
- Must be at least 18 years of age at time of hire

##### Preferred

- Aquatics experience
- American Red Cross Lifeguard/First Aid certified
- American Red Cross CPR/AED certified
- Customer service experience strongly preferred
- Experience with TimeMD, WhenToWork, and Daxko

#### Other Requirements

- Reliable transportation to and from work locations
- Must work holidays and weekends
- Friendly and enjoy working with all populations
- Flexible schedule
- Highly organized
- Respond promptly to all work related email/text/calls
- React quickly and appropriately to all emergencies
- Understand and follow oral and written instructions
- Able to work in office setting and outdoors
- Able to work in outdoor elements (sun, cold, heat, etc.)
- Able to perform physical requirements of the position