



JOB DESCRIPTION

Job Title:	Customer Service Lead
Department:	Parks & Recreation
Reports To:	Aquatics Manager/Parks & Recreation Director
Supervision:	Customer Service Staff
FLSA Status:	Seasonal/Part-time
Salary:	\$16.25 per/hour
	<i>*Incentives available for applicants certified as American Red Cross Lifeguard, Water Safety Instructor or Lifeguarding Instructor</i>
Revised Date:	01/25

Duties and Responsibilities:

The following duties are intended to be illustrative only and are not necessarily inclusive: The Customer Service Lead plays a critical role in ensuring exceptional customer service experience at our aquatic facility. This position involves supervising and supporting customer service staff while ensuring a high level of service and professionalism, handling inquiries, resolving complaints and maintaining a welcoming, safe, and clean environment for all patrons. Must possess strong leadership skills, a passion for service excellence, and the ability to multitask in a busy and dynamic environment. Ability to train, coach, and mentor new team members. Maintain a clean, organized, and welcoming front desk area and facility entrance.

Skills:

Strong interpersonal skills, knowledge of facility policies and procedures and the ability to perform basic math. Must have the ability to operate cash registers including daily cash reconciliations, computer, copy machines and digital phone system. Ability to establish and maintain working relationships with program participants, employees, and the public. Manage inventory of pro shop and concession. Act as first point of contact for escalated customer inquiries, complaints, and concerns. Ability to resolve conflicts in a professional and timely manner to maintain positive relationships with facility users.

Mental Demands:

Ability to maintain composure and act responsibly in stressful situations.

Experience

One year of customer service experience. Experience at an aquatic facility is preferred.

Education:

No requirements

Working Conditions:

Ability to work for prolonged periods of time in a confined area. Exposure to blood and other body fluids may occur. Shifts include weekend hours.

Physical Demands:

Ability to stand for long periods of time. Ability to move or lift equipment or supplies of up to 50 lbs.

Contacts:

Pool staff, parks and recreation staff, other city employees and the public.

Special requirements:

Must be at least 18 years of age. May be required to successfully pass a post-job offer drug screening and background check.