

Associated Students, Inc.
SACRAMENTO STATE
AQUATIC CENTER
JOB DESCRIPTION

WORKING TITLE: Customer Service Representative	CLASSIFICATION:
DEPARTMENT/LOCATION: Aquatic Center	DIRECT SUPERVISOR: Aquatic Center Administrative Assistant
FLSA CLASSIFICATION: Part Time Non Exempt	APPROVAL DATE:

SUMMARY:

The Customer Service Representative shall handle the daily operations at the front office of the Aquatic Center. Primary areas of responsibility are proficiency in "Class" software, customer service and records management.

ESSENTIAL DUTIES & RESPONSIBILITIES:

Learn and become proficient in "Class" Recreational Software Program. Perform data entry and provide program/facility support.

Manage all front office operations to include answering multi-line telephone and providing appropriate assistance to customers, vendors, officials, and staff. Assist customers in boat launch and facility and room set up. Retain and update organizational records.

Compose, type, and proof read as needed.

Schedule other part time staff for facility reservations, birthdays, youth groups and special events.

Provide support for a variety of special events as needed.

Other duties may be assigned.

CORE COMPETENCIES

- Exceptional customer service skills
- Ability to communicate effectively both verbally and in writing with staff, employees and public
- Good analytical and problem-solving skills
- Knowledge of data gathering techniques, such as library research or files analysis, to obtain technical and administrative materials for organizational use
- Knowledge of principles and practices of organization, planning, records management, research and general administration
- Ability to operate standard office equipment including but not limited to computers, typewriters, copiers, calculators and facsimile machines
- Ability to follow oral and written instructions

MINIMUM QUALIFICATIONS

- Knowledge of PC windows-based personal computers - Microsoft Word, Excel, Outlook
- C.P.R. and California Boating Safety Certificate (must have required certifications within three months of hire)
- Ability to lift and move up to 50 pounds
- The ability to learn and know the Aquatic Center Program Schedule.

PREFERRED QUALIFICATIONS

Aquatic/boating knowledge
 CPR, First Aid and Lifeguard Training or Equivalent Red Cross Water Safety Class
 California Department of Boating & Waterways boating safety exam

Pay Range

- \$8.00-\$10.00 Depending on Experience and Qualifications

All Aquatic Center Staff must sign a Code of Conduct and Dress Code Agreement.