

CUSTOMER EXPERIENCE SPECIALIST

General Statement of Duties

Performs a variety of administrative, clerical, facility reservation and program registration duties for the Parks & Recreation Department.

Distinguishing Features of the Class

An employee in this position handles activities such as receiving customers, record and information processing, assisting with events, planning and executing facility reservations and various office assignments. Further work includes maintaining client relationships and acting as the primary point of contact for the department. Duties require tact and discretion in handling information. Work requires knowledge of office operations in order to function and at a competent level for assigned tasks. Sound judgment is required in performing tasks. Precedent setting situations are referred to higher-level supervisors. Work is performed under the supervision of the Facility Manager and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

Illustrative Examples of Work

Responds to facility inquiries in a timely, efficient, and professional manner by phone, mail, email, or in person.

Schedules and provides venue tours for potential customers.

Secures information via telephone or personal contact; selects appropriate materials to answer questions.

Assists with special events and related programs; recruits vendors; recruits and coordinates volunteers and external staff.

Converts program & event inquiries into reservations/registrations.

Maintains and accurately records all reservations and events utilizing department software.

Completes and maintains reservation agreements for each event by following departmental policies and procedures.

Screens calls and inquiries; receives and greets visitors; gives information concerning programs and events.

Processes registration and payments for programs, reservations, and events.

Types correspondence, memoranda, notes, reports, forms, or other materials using Microsoft office programs; reviews work for compliance with instructions, spelling, punctuation and basic grammar; proofreads final proof of materials.

Handles confidential, sensitive, and public information in an appropriate manner.

Maintains highest standards of customer service.

Performs related duties as required.

Knowledge, Skills, and Abilities

Thorough knowledge of office practices and procedures.

Thorough knowledge and ability to use correct grammar, vocabulary, and spelling.

Thorough knowledge of Microsoft Office software.

Ability to gather and give basic information and instructions on departmental programs and facility reservations based on inquiries online, over the phone or in person.

Ability to be tactful and courteous.

Ability to project a positive, professional appearance and sales demeanor.

Ability to analyze situations and respond quickly to deliver effective solutions.

Ability to compile information based on general instructions and from a variety of sources.

Ability to arrange and place records, reports, and files into a proper sequence.

Ability to establish and maintain effective working relationships with the general public, supervisors, and employees.

Physical Requirements

Must be able to physically perform the basic life operational support functions of standing, walking, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to compile and compute data and statistics, operate a computer terminal, proof read materials, and do extensive reading.

Desirable Education and Experience

High School Diploma or equivalent. Minimum of two years' experience in hospitality, events management or related area preferred.

Special Requirements

Ability to work varied days and hours; some nights and weekends required.

Fair Labor Standards Act (FLSA) Status

Non-Exempt

2024

