

South Jordan City

Job Description

Title: Customer Service Assistant
Org: 100240
Pay Grade: GH11

Effective Date: 5/7/2025
FLSA: Non-Exempt
Workers Comp: Clerical

GENERAL PURPOSE

Perform a variety of working level customer service and routine clerical duties to support the Recreation Department at its public-facing facilities, such as the South Jordan Community Center and Gale Center Museum. Resolve customer complaints or answer customer questions regarding programs or policies. Perform a variety of advanced clerical duties as needed to process daily deposits, information management, filing systems, requisition of supplies, and other support services.

SUPERVISOR

Customer Service Supervisor

POSITION(S) SUPERVISED

None

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave. This position has been determined to be not eligible for remote work because all or a majority of the essential job duties must be performed onsite.

Plan, organize, and oversee front desk operations, including: evaluating work in most efficient and effective manner, offer suggestions and implement programs/processes that will increase level of customer service given to residents and patrons.

Respond to and direct incoming telephone calls; query callers to identify needed assistance, determine appropriate division or person and direct calls accordingly, and provide requested information.

Greet the public; respond to requests for information and provide factual information related to city services, programs, and general policies, practices and procedures; provide walk-in patrons with requested forms, publications and other informational materials. Direct walk-in clients and visitors to proper office locations; apprise staff of appointment arrivals.

Process and monitor credit card, check and cash transactions made by customers for rentals, registrations, and purchases to ensure proper accounting.

Listen to public complaints, questions, etc.; respond to questions and concerns by referring individuals to appropriate personnel for assistance.

Write and deliver messages to personnel, customers and residents; apprise supervisor of potential problems in processes, and programs.

Complete projects with use of a personal computer including but not limited to Microsoft Office, Excel, Outlook, social media, and other recreation management software.

Process approved refunds and voided transactions.

Implement and oversee Facility and City policy rules are followed by employees and patrons.

Assist with marketing, programming, evaluating, and scheduling of facility & park rental space.

Assist with Records Management requirements of the Department and City.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from High School or G.E.D.;

AND

B. One year experience in customer service or related duties above;

2. Special Qualifications:

Parks & Recreation specific experience preferred.

Net 45 wpm required

Valid Utah Class D Driver's License

3. Knowledge, Skills, and Abilities:

Work effectively with other employees, elected officials, local agencies, and the general public.

Knowledge of basic cash handling practices and procedures, telephone operations and procedures; basic public relations; telephone and interpersonal communication etiquette; general office maintenance and practices; operation of standard office equipment; some knowledge of basic mathematics; some knowledge of basic public relations. Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence.

Ability to operate a personal computer and Microsoft products. Working knowledge of Sportsman recreation software.

Skill with common office desktop applications such as word processing, spreadsheets, databases, e-mail, graphics, etc.

Ability to work independently and deal effectively with stress caused by continuous public contact; operate standard office equipment; communicate effectively, verbally and in writing; perform basic mathematical calculations; operate standard office equipment; effective working relationships with supervisors, fellow employees, and the public.

4. Working Conditions:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability and critical thinking.

The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.

Human Resources Use Only

Job Class: Rec Customer Service Assistant

EEO-4 Class: Admin Support

Location: Community Services Programs
Group/BU: General Pay Plan

EEOP Class: Admin Support
Tech-Net Match: 770