

MUNICIPALITY OF GROVEPORT

An Equal Opportunity Employer

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POSITION DESCRIPTION

Employee Name:		Position Title:	Customer Service Manager
Class Number:	53141	Class Title:	
Dept./Div.:	Recreation	Employment Status:	Full-time
Reports to:	Director of Recreation	FLSA Status; Pay:	Exempt
Normal Hours:	Varies	EEO Status:	
DOT (closest applicable number):	N/A		

PURPOSE: Oversees customer service, babysitting room and financial operations at the Groveport Recreation Center & Groveport Aquatic Center relating to memberships/passes, daily visits, program registrations, facility rentals, birthday party packages, point-of-sales, etc.; prepares daily deposits; assists with the overall management of facilities.

QUALIFICATIONS: An example of acceptable qualifications:

Completion of secondary education or equivalent; bachelor's degree in sports management, parks and recreation management, facility management, education, business, or related field; one (1) year relevant work experience; or any equivalent combination of education, experience, and training which provides the required knowledge, skills, and abilities.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Must possess the ability to obtain First Aid/CPR certification no later than first available training session after hire; must possess a valid Ohio driver's license and maintain insurability under the Municipality's vehicle insurance policy.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive:

Personal computer, computer software (e.g., Rec-Trac, Microsoft Office, CMI, Publisher) security system, printer, copy machine, fax machine, laminator, LCD Projector, digital camera, and other standard business office equipment.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee has exposure to chemical compounds found in an office environment (e.g., toner, correction fluid, etc.); occasionally works in and around crowds; has contact with potentially violent or emotionally distraught persons; works rotating shifts; occasionally lifts objects 40 lbs or less; occasionally pushes objects 40 lbs or less.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered light work.

JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES in order of importance

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

50% (1) Develops and manages on ongoing staff training program relating to customer service and processing of memberships/pass sales, daily visits, program registrations, facility rentals, birthday party

Developed by:

Date Adopted:

Clemans, Nelson & Associates, Inc.

Date Revised:

Dublin, Ohio 43016

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packages, point-of-sales, baby sitting services, etc.; supervises, schedules, provides assistance and guidance to staff; constantly evaluates processes.

- 20% (2) Reconciles and processes daily deposits for the GRC & GAC through Rec-Trac & Web-Trac; delivers daily deposits to bank; disperses revenue into proper accounts; prepares daily deposits for cashier stations; processes membership/passes, daily visits, program registrations, facility rentals, birthday party packages, point-of-sales, etc.; maintains recreation management software; prepares park shelter reservation calendars; develops master facility use schedule; prepares membership renewal notifications; works at front desk alongside assigned staff.
- 15% (3) Provides outstanding customer service; answers questions from public; resolves problems; develops reports and other correspondence as needed; orders supplies; provides facility tours; cleans; makes minor repairs; posts promotional literature; processes monthly member EFT and SilverSneakers installment billing in absence of Administrative Assistant.
- 5% (4) Works Manager-On-Duty shifts, including early morning, evenings, weekends and holidays as scheduled; assists in the planning, supervision & implementation of recreation programs as instructed.
- 5% (5) Interviews applicants; recommends for hire and discipline; processes payroll; recommends policy & procedure changes.
- 5% (6) Maintains contact with general public and vendors in order to obtain or disseminate information related to the essential position functions.
- (7) Maintains all licensures and certification.
- (8) Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.
- (9) Demonstrates regular and predictable attendance.

OTHER DUTIES AND RESPONSIBILITIES:

- (10) Performs other related duties as assigned.

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MINIMUM ACCEPTABLE CHARACTERISTICS: (*indicates developed after employment)

Knowledge of: customer service; bookkeeping; budgeting; inventory control; *purchasing; interviewing; *municipal goals & objectives; *municipal policies & procedures; *government structure & process; *emergency medical care procedures; *first aid and C.P.R. practice; public relations; public relations; *community resources & services; *promotion & marketing; *office practices and procedures; English grammar & spelling; supervisory principles & practices; manpower planning; *local geographical area; *facility operations; *exercise equipment; *records management; employee training and development; *two-way radio operations; *contracts; *security; *personnel rules; *facility rules and regulations.

Skill in: management, leadership & performance evaluation, conflict resolution, risk management; communication; data entry; computer operations; use of modern office equipment; motor vehicle operation; customer service.

Ability to: interpret a variety of instructions in written, oral, picture, or schedule form; recognize unusual or threatening conditions and take appropriate action; apply management principles to solve agency problems; define problems, collect data, establish facts, and draw valid conclusions; exercise independent judgment and discretion; understand, interpret, and apply laws, rules, or regulations to specific situations; determine material and equipment needs; add, subtract, multiply, and divide whole numbers; complete routine forms; prepare routine correspondence; prepare accurate documentation; write and/or edit documents for publication; respond to routine inquiries from public and/or officials; communicate effectively; train or instruct others; understand a variety of written and/or verbal communications; maintain records according to established procedures; work alone on most tasks; cooperate with co-workers on group projects; answer routine telephone inquiries; handle sensitive inquiries from and contacts with officials and general public; develop and maintain effective working relationships; resolve complaints; work in both indoor and outdoor environments, and being exposed to varying and extreme weather conditions; provide outstanding customer service; conduct effective interviews; perform light labor for extended periods of time in often adverse conditions; respond to emergency situations; carry out instructions; to work under stressful conditions; travel to and gain access to work site; work all types of hours.

POSITIONS DIRECTLY SUPERVISED:

Clerk, Recreation Leader I, Recreation Leader II, and other part-time/seasonal staff when working as Manager-On-Duty.

(Signature of Municipality Representative)

(Date)

(Signature of Employee)

(Date)

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