

Customer Service Representative

Starting Wage is \$9.50 – \$10.75 (Based on experience)

Wage increases possible after first 6-12 months.

Mt. Scott Community Center is part of Portland Parks & Recreation and is located at 5530 SE 72nd AVE, Portland, OR 97216 (off 72nd & SE Harold).

We are a large multi-use facility with approximately 1,500 visitors / participants per day.

Overview:

The Customer Service Rep is responsible for providing quality customer service to anyone who enters the building or calls the front desk seeking info or assistance. This includes frequent interaction with a diverse community and staff. Computer / internet based registrations in person, over the phone or fax. Ability to deal with patron situations involving our code of conduct. This is a part-time position (not 40 hours / week).

We are currently looking to hire someone interested in subbing, or covering the various shifts we need filled due to vacation, illness, etc. This person ideally has open availability, is flexible and willing to work on short notice.

Our operating hours are:

Saturdays, 7am-7pm, & Sundays 12-7.

Weekdays from 5:30am – 9:30pm.

* We are also looking for individuals who are motivated to take after hour rentals (typically late night after the building is closed, which sometimes go until 2am.

General Requirements:

- Previous office and customer service experience.
- Strong people skills, and ability to communicate effectively with a diverse staff and public.
- Solid computer and keyboard skills. Accuracy.
- Ability to learn and retain processes and information.
- Solid math skills and ability to follow through on detailed work.
- Update and Maintain First Aid & CPR certifications.
- Ability to maintain confidential records and info.
- Attend mandatory staff meetings held on days outside of your regular shift.
- Strong message taking skills, phone transfers, and relaying accurate information to the public and staff. Clerical duties such as filing, organizing, and mailing.
- Follow all Portland Parks & Rec rules, policies & procedures.
- Wear name badge and staff clothing while on duty.

Knowledge / Skills / Abilities:

- Ability to work in a team atmosphere promoting positive and effective working relationships with staff, volunteers, and a diverse customer base.
- Ability to maintain self-control & composure in difficult situations in a fast paced environment.
- Good time management and ability to prioritize assignments.
- Ability to accept constructive criticism & / or general supervision.

- Ability to handle conflicts & respond to problems & customer concerns.
- Ability to recognize & respond to safety & emergency situations.
- Ability to represent Portland Parks & Rec in a professional manner.

Ideal candidate:

- Can learn and understand our ActiveNet Software for taking registrations.
- Process multiple registrations for courses, programs, memberships and take payments.
- Ability to open / close building securely while following procedures using an alarm code with minimal supervision. Balance out cash registers, and close out computer systems.
- Assist with set up / break down tables and chairs as needed, and minor custodial tasks.
- Proficient with Microsoft Windows, Word and Excel.
- Familiar with adobe inDesign and Photoshop a huge plus!
- Ability to perform in emergency situations.
- Spanish speaking, and/or additional spoken languages a HUGE plus!

Positions are available immediately. We will be setting up interviews ASAP as we receive resumes from qualified candidates. Applicants must be able to pass an extensive criminal background check.

To apply: Send resume and cover letter **Darryl.Finley@PortlandOregon.gov**

Please attach to email as Word doc or PDF and please note your availability.

If you are not contacted, you either did not meet minimum requirements, your attachment did not open, or we have already filled these positions. Thank you for your interest.

If you are requesting Veteran's Preference, attach a copy of your DD214/DD215 and/or Veteran's Administration letter stating your disability to your profile. You must request Veteran's Preference AND include a copy of your documentation for each recruitment you apply for. Veteran's Preference documentation must be submitted with your application