



Pleasant Valley Recreation and Park District Job Description

Job Title: Customer Service Rep. - Lead Worker **Category:** Staff
Department: Administration **Prepared Date:** April 2015
Reports To: Administrative Services Manager **Approved by:** Board of Directors
FLSA Status: Non-Exempt **Approved Date:** July 1, 2015

SUMMARY: Under direction, plans, organizes and leads assigned clerical operations or support unit(s) which may involve highly technical and specialized (e.g., administrative, collections, accounting) journey or advanced journey level clerical work.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Includes the following, with a focus of quality customer service being primary for all positions. Perform other duties as assigned.

- Plans, organizes and reviews the work of a clerical staff; reviews work of staff to ensure adequacy and accuracy of documents and files processed through the department.
- Serve as Recording Secretary for Board of Directors and attend Board meetings as scheduled
- Create, transcribe, and distribute meeting agendas and minutes, maintain paper copy and electronic copies on the District IT server and website.
- Assist with preparation of Board packets.
- Develops and implements internal program procedures and work methods; instructs staff on changes in procedure or policy that affect operation; conducts training and orientation of new clerical staff and ongoing training for all current clerical staff.
- Handles the more difficult and complex procedural problems; researches state law, and district policies to ensure compliance and prepares and processes documents as needed; responds to questions and special problems of the public or various departmental representatives or outside agencies.
- Maintains pertinent records and performs related work as required which may include typing, filing, preparing and mailing of correspondence, various documents, civil service matters and other employee relations matters.
- Maintains current knowledge of office computer systems and word processing software.
- May receive and resolve routine personnel matters and make recommendations to superiors on difficult and complex personnel matters.
- Will act as back-up Customer Service Representative and assist all clerical staff.
- Will be assigned additional clerical, technical, administrative and/or lead worker duties and responsibilities.
- Will assist with staffing needs and other program decisions.
- Will assist with the processing of public records requests.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Thorough to comprehensive knowledge of: clerical/secretarial practices and procedures related to position assignment, including standard abbreviations and terminology; general office practices and procedures; record retention practices; clerical work methods and techniques.
- Working to considerable knowledge of: clerical/secretarial systems as applicable to position assignment; automated systems applicable to work assignment; plan, organize and direct the work of staff to meet varying workload demands and specific time requirements.
- Thorough to comprehensive ability to: perform and lead others involved in clerical/secretarial file processing, records maintenance and other specialized clerical work; apply rules policies and procedures; evaluate unusual situations and resolve them through the application of standard policies and procedures; develop and implement work methods and procedures; prepare documents and



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narrative statistical/program status reports; establish and maintain cooperative working relationships; communicate effectively both verbally and in writing; understand and follow written and verbal directions.

EDUCATION and/or EXPERIENCE: Must have a high school diploma or general education degree (GED); and four (4) years of experience gained within recent years, which involved direct customer service. Visibility of work requires attention to detail, excellent organizational skills, and discretion with confidential information.

CERTIFICATES, LICENSES, REGISTRATIONS: Position may require an average amount of driving, therefore, must have daily access to a vehicle, and possess a valid California driver's license, and maintain appropriate insurance on vehicle used in the course of business duties. Position may involve driving to events as a representative of the District. CPR and First Aid Certification required no later than six (6) months after employment. Successful completion of tuberculosis, drug and alcohol screening and criminal justice fingerprint clearance/background check required.

PHYSICAL DEMANDS: Mobility: Frequent use of office equipment; frequent sitting for long periods of time; occasional bending or squatting. Lifting: frequently up to 10 pounds; occasionally up to 25 pounds. Vision: constant use of overall vision, frequent reading and close-up work; occasional color and depth vision. Dexterity: frequent repetitive motion; frequent writing; frequent grasping, holding and reaching. Hearing/Talking: frequent hearing and talking, in person and on the phone. Emotional/Psychological: frequent concentration; frequent public and/or coworker contact; occasional working alone. Environmental: frequent exposure to noise.

WORK ENVIRONMENT: Work is performed in a typical temperature controlled office environment subject to typical office noise. The positions will mostly be in a fast paced office environment requiring the ability to multi-task. Positions may require rare/occasional overtime or schedule adjustments due to special events.