

**CITY OF COCONUT CREEK  
JOB DESCRIPTION**

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**JOB TITLE:** Customer Service Representative  
**DEPARTMENT:** Parks and Recreation  
**FLSA STATUS:** Non-exempt

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**GENERAL PURPOSE:**

Performs entry-level work in the Parks and Recreation department. Fields and screens calls and prepares and maintains various records and reports in accordance with established procedure. Work is performed under close supervision with minimal latitude for the use of initiative and independent judgment.

**EXAMPLES OF ESSENTIAL FUNCTIONS:**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the classification. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Answers inquiries regarding all parks and recreation programs and activities
- Books rooms for meetings, city events, and activity programs
- Collects fees for fitness memberships, activities, and facility reservations
- Makes reservations and maintains program log books
- Performs data entry of activity registrations and facility, shelter, and field permitting; inputs contact information
- Provides information and assistance to customers regarding classes, programs, and special events
- Provides customer service to all participants entering a community or fitness center or park
- Assists in the planning and implementation of recreation, athletic, fitness, and special events
- Handles the inputting and reconciliation of Automatic Funds Transfers (AFT's)
- Performs other related duties as assigned and/or required

**MINIMUM QUALIFICATIONS:**

High school diploma or GED; supplemented by six (6) months experience in customer service; an equivalent combination of education, certification, training, and/or experience may be considered.

Must have a state of Florida driver's license, class E. Cardiopulmonary Resuscitation (CPR) certification and Automated External Defibrillator (AED) certification is required within the first month of hire.

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Notary public certification, six (6) months of clerical experience, and/or previous work experience in Parks & Recreation or a government setting is preferred.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Skill in Microsoft Office products (Word, Outlook, and Excel)
- Skill in RecTrac software or ability to learn the program quickly
- Skill in providing good customer service
- Ability to multi-task while working with tight deadlines and shifting priorities
- Ability to quickly and independently learn new software
- Ability to organize work for timely completion
- Ability to work with minimal supervision
- Ability to clearly communicate and understand information in English, both orally and in writing
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to regularly attend work and arrive punctually for designated work schedule, including evenings, weekends, and holidays

**PHYSICAL REQUIREMENTS:**

Depending on functional area of assignment, tasks involve the ability to exert light physical effort usually involving some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). May involve some climbing, balancing, stooping, kneeling, crouching, crawling, walking, or standing. Tasks may involve extended periods of time at a keyboard or work station and extended periods of standing.

**ENVIRONMENTAL REQUIREMENTS:**

Tasks are regularly performed inside without potential for exposure to adverse conditions, such as dirt, dust, pollen, odors, fumes and/or poor ventilation, wetness, humidity, rain, temperature and noise extremes, machinery and/or moving vehicles, vibrations, electric currents, animals/wildlife, toxic/poisonous agents, gases or chemicals, oils and other cutting fluids, violence and/or disease, or pathogenic substances.

**SENSORY REQUIREMENTS:**

Some tasks require manual dexterity, in addition to visual and hearing acuity. Some tasks may involve identifying and distinguishing colors.

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The job description does not constitute an employment agreement between the City and employee and is subject to change by the City as the needs of the City and requirements of the job change.

The City of Coconut Creek is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, The City provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

**I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.**

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Job Title

\_\_\_\_\_  
Name (print)

\_\_\_\_\_  
Supervisor's Name (print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date