

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB061 Customer Service Representative II
POSITION #/TITLE: TBD Customer Service Representative II	Adopted: 04-11
	Revised:

POSITION DESCRIPTION

Dept /Division: Parks & Recreation/Golf	Manager Level: Non-Manager
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 05
Reports To Position #/Job Code #/JC Title: 2449/NB370/Golf Division Manager	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Non-Exempt	City Overtime Status (Employee Type): Non-Exempt (Exception Hourly)
Physical Demand Rating: Light	Work Environment: Controlled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Word & Excel; Typing Test
Personal Protective Equipment: None	

General Statement of Duties

Performs a variety of clerical, administrative support and information dissemination services for employees of and visitors to the Parks & Recreation Department – Golf Operations.

Distinguishing Features of the Class

Some leeway is granted for the exercise of independent judgment and initiative.

Examples of Essential Work (Illustrative Only)

Copies and distributes a variety of written materials as requested by Golf Operations personnel;
Answers telephone calls, receives and greets visitors and provides information to callers/visitors;
Refers calls to appropriate City personnel;
Provides programmatic information to other City employees and the public concerning activities of the Golf Operations;
Processes personnel action forms, flex leave documents, etc.;
Prepares lists and other documents on computer, including annual Excel documents related to business practices/comparisons;
Coordinates delivery of daily City paperwork to appropriate City Departments including finance and purchasing documents;
Gathers, assembles, distributes and/or files a variety of information, forms and records as requested;
Requisitions supplies and materials as requested in accordance with Purchasing Services regulations;
Prints daily summary report from Golf Trac software with clubhouse Daily Report, filing by cost center and month/day;
Supports annual season pass sales/distribution through software data entry;
Processes photos for season golf pass cards to customers, as requested;
Performs all work duties and activities in accordance with City policies, procedures and safety practices;
Attends work regularly at the designated place and time;
Supports continuous process improvement initiatives;
Performs related work as required.

Required Knowledge and Abilities

Good knowledge of departmental programs, policies and operations;

Good knowledge of modern office procedures and filing systems;
Ability to communicate effectively and maintain working relationships with other City employees, supervisory personnel and the public;
Ability to understand and make work decisions in accordance with City regulations and policies;
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Graduation from High School or GED, supplemented by additional course work in office management and data processing; and
Some experience in the performance of clerical and secretarial duties; or
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Required Special Qualifications

None

Essential Physical Abilities

Requires the following with or without reasonable accommodation:
Sufficient clarity of speech and hearing, which permits the employee to communicate effectively;
Sufficient vision, which permits the employee to review a wide variety of written and electronic materials and information;
Sufficient manual dexterity, which permits the employee to handle a variety of records and files and to operate a computer;
Sufficient personal mobility, which permits the employee to access office files and visit and distribute materials to other City offices.

Position Description Approval

Director must approve new or revised position descriptions. Other department approvals are optional (i.e., supervisor, manager). **Entering name signifies approval.**

Name: <i>(Person completing form)</i>	Lisa Miller
Title:	Golf Division Manager
Date Approved:	03-11

Name: <i>(Person completing form)</i>	Julie Sina
Title:	Parks & Recreation Director
Date Approved:	03-11

Human Resources Department Approval

Name and Title:	Heath Halverson, Classification & Labor Relations Program Manager
Date Approved:	03-11

If Bargaining:

Name and Title:	Heath Halverson, Classification & Labor Relations Program Manager
Date Approved:	N/A