



City of Ouray

Job Description

Title:	Park Customer Service Associate	Code:	245
Division:	Operations	Effective Date:	01/2017
Department:	City Resources	Last Revised:	

GENERAL PURPOSE

Performs **working level customer service and cash handling duties** at the Box Cañon Park and assists in the daily operations of front desk services.

SUPERVISION RECEIVED

Works under the general supervision of the City Resources Director or Lead Customer Service Associate.

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS

Cashiering: Receiving money for concession fees, and daily admissions. Returns correct change; issues receipt of payment; computes amount due and makes corrections. Assures checks are complete and correct. May post transactions to proper account. Prepares daily shift close-out including balancing drawer and preparing shift deposit. Make suggestions for additions or improvements to daily procedures. Assists with special events for the public.

Customer Service & Assistance: Provides customer assistance to guests and other customers (phone and in-person), responding to inquiries and complaints. Responds to public inquiries regarding park programs and assists in their promotion. When appropriate, refers patron complaints and suggestions to management in order to maintain good public relations. Performs general telephone duties.

Housekeeping: Ensures that the facilities equipment functions properly and is in good repair through staff efforts and work order requests. Responsible for care and maintenance of work area. Stock concession materials as necessary. Ensures that the visitor center environment is kept in a clean and safe condition.

Makes daily walk through park to assess trail and other conditions and pick up litter. Reports unsafe conditions to supervisor.

Performs related duties as required.

MINIMUM QUALIFICATIONS

1. Education and Experience:

- A. Graduation from high school;
- AND
- B. Sufficient experience to demonstrate an ability to perform above and related duties;
- OR
- C. An equivalent combination of education and experience.

2. Required Knowledge, Skills, and Abilities:

Some knowledge of basic mathematics related to cashiering and changing money; basic interpersonal communication skills.

Ability to operate cash register; establish and maintain effective working relationships with co-workers and the public; communicate effectively, verbally and in writing.

3. Special Qualifications:

Work schedule may require evenings and will require holidays and weekend work.

May be required to be or become CPR/First Aid certified.

4. Work Environment:

Incumbent of the position performs in a climate controlled environment. Tasks require variety of physical activities, generally involving muscular strain, such as walking, standing, stooping, sitting, and reaching. Talking, hearing and seeing essential to job performance. Common eye, hand, finger dexterity necessary in performance of essential duties. Mental application utilizes memory for details, verbal instructions, emotional stability and discriminating thinking.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date _____
(Employee)