

**CLAYMONT COMMUNITY CENTER
POSITION DESCRIPTION**

POSITION TITLE: Customer Service Representative **ORIGINAL DATE:** 11/2009
DEPARTMENT: Administrative Offices **REVISED DATE:** 05/2014,
01/2018

REPORTS TO: Administrative Manager
FLSA STATUS: Non-exempt

SUMMARY:

The customer service representative is responsible for monitoring lobby activities, greeting visitors, answer incoming calls, direct calls to appropriate associates, mail distribution, as well as additional clerical duties.

RESPONSIBILITIES:

- Greet everyone warmly and professionally. Ask all guests/clients to sign-in. Direct them to appropriate office/service.
- Answers telephones and directs the caller to the appropriate party.
- Provides callers with information such as company address, directions to the company location, company fax numbers, company website, and other related information.
- Handles incoming mail by receiving, sorting and forwarding to appropriate staff, program and tenants. May coordinate the pick-up and delivery of express mail services (FedEx, UPS, etc.)
- Understands and operates all equipment in front desk area which includes but not limited to: copy machine (troubleshooting problems and refilling paper), two-way radios (operating radio, recharging and changing batteries), security monitors, computer, fax, telephone, and laminating machine.
- Maintains bulletin boards and display tacks in lobby and keeps all information current. Sends requests for postings to Executive Director for final approval.
- Understands registration and fee collection processes for evening activities; collects payment and prepares deposit form to transfer money to the Business Office. Delivers money to Business Office nightly.
- Completes the Cash Box Reconciliation form on a nightly basis.
- Ensures proper procedures are followed for opening and closing Front Desk area.
- Monitors security cameras.
- Performs variety of clerical duties including but not limited to:
 - Assisting in Center mailings
 - Having donor complete Gift Acknowledgment forms, log into file and distributes to Administration Office.
 - Data entry of statistical information Center programs
 - Provide staff support for Center employees
 - Photocopying, filing, sorting, distributing inter-office and interagency documents.
 - Responsible for gathering daily building use "counts" and completes monthly report.

- Understands registration process for emergency Food Closet clients and assists, when necessary, with distribution of food from Food Closet by gathering and photocopying information from client (such as, photo ID, birth certificates, etc.).
- Once authorized, sounds alarm or calls police or fire department by telephone in case of fire, presence of unauthorized persons or other security breaches. Notifies Executive Director and maintenance staff on duty of all emergencies. Permits authorized persons to enter property
- Responsible for filling out and processing incident reports and ensures it is routed to direct Manager.
- Learns all aspects and functions Customer Service Representative day and evening duties.
- Required to meet the standards set-forth in the Code of Ethics and conduct themselves in accordance with Claymont Community Center's guidelines and policies.
- Perform other duties as assigned.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

EDUCATION REQUIREMENTS: The minimum level of formal education that is required to perform this job satisfactorily.

- High School Diploma or GED

TRAINING, SKILLS, KNOWLEDGE, AND/OR EXPERIENCE:

- Six (6) months to one (1) year of relevant experience and/or training, or equivalent combination of education and experience.
- Possession of strong organizational skills.
- Excellent verbal and written communication skills. Possess exceptional interpersonal communication skills.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Able to work collectively with the administrative team associates.
- Bilingual abilities (English and Spanish) a plus

PHYSICAL REQUIREMENTS:

- While performing the duties of this job, the individual is required to sit, talk and/or hear; occasionally stand, walk, stoop, kneel, crouch or crawl; close, distance and peripheral vision, and adjust focus.
- Able to lift and/or move up to 10 pounds.