City of Mason

Employment Opportunity
For
Customer Service Representative

Hiring Range:	**$15.30 to $18.81 DOQ**	**Classification:**	**Assistant**
Reports To:	**Program Supervisor**	**FLSA:**	**Non-Exempt**
Posted:	**06/26/2026**	**Department:**	**Parks & Recreation**
Working Hours:	**Flexible**	**Status:**	**Part-time**

General Statement of Duties and Distinguishing Features of Class

Responsible for the admittance of patrons into the facility and providing quality customer service to patrons visiting the facility and the general public.

Examples of Work (Illustrative Only)

- Promotes positive and respectful interactions between patrons and employees.
- Assures that all patrons have entered the facility in accordance with policies & procedures (i.e., paid admissions, age requirements, etc.).
- Exhibits general knowledge of the facility, programs and services, and the ability to answer patron inquiries in person and over the telephone.
- Correctly follows all opening and closing procedures, including: balancing of cash drawer, counting and preparing money for bank deposit and completing all necessary paperwork/reports.
- Maintains a clean, neat working area.
- Operate various office machines and equipment, as needed.
- Prepares and maintains administrative records and paperwork as requested.
- Attends in-service training sessions and/or staff meetings as requested.
- Uphold the policies and procedures of the City of Mason and Parks & Recreation Department.
- Display knowledge of the department's *Infectious Material & Exposure Incident Policy* and facility Emergency Action Procedures.
- Administer and record any necessary first aid/victim care within the level of emergency training.
- Demonstrates knowledge of all emergency procedures throughout the recreational areas.
- Performs related duties and responsibilities as required.

Skills, Knowledge, and Abilities: The following is preferred

- Possess general computer knowledge and experience with Microsoft software platforms.
- Ability to acquire and maintain current certification in American Red Cross *Standard First Aid and CPR*
- Ability to communicate with the public on the telephone and in person
- Possess experience in working with money and preparing reports
- Ability to follow oral and written directions
- Ability to work a flexible schedule (including evenings, weekends & holidays)

Physical Requirements

Work in a recreational/office environment, frequent walking and standing; ability to lift/carry objects up to 30 pounds, stoop and crouch, sit or stand for extended periods.

I understand that I am applying for employment at will, and nothing in this job description and no oral statements made to me in connection with this job description can be construed as a contract of employment.