



Job Opening: PT Customer Service Representative  
Department: Parks & Recreation, Town of Waynesville  
Hours: Schedule Varies  
Salary: \$9.00/hr.  
Posting Closes: Wednesday, February 10, 2016 at 5:00 p.m.

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### **ESSENTIAL JOB FUNCTIONS**

The tasks listed below are those that represent the majority of the time spent working in this class. Management may assign additional tasks related to the type of work of the class as necessary.

Answers the telephone; provides accurate information to callers and/or forwards calls to appropriate personnel; takes messages as needed.

Greets office visitors; directs visitors to appropriate office and/or provides information and assistance as requested.

Provides a variety of information to the public regarding department procedures, policies and programs.

Registers participants for classes and programs; prepares and mails class/program notices; assists in reserving facilities for customer use.

Assists instructors in preparing rosters and with program fee collection.

Prepares, types, copies, files, processes, mails and/or transmits various documents, which may include work orders, meeting materials, correspondence, memos, reports, etc.; proofreads final copies of materials.

Reviews and verifies records and reports for correct information.

Assists in entering, preparing and maintaining department records.

Maintains various lists and logs.

Researches and compiles data for records and reports as requested.

Maintains and balances daily till for accuracy.

Performs other routine clerical work, including but not limited to copying documents, filing documents and retrieving files, sending and receiving faxes, entering and retrieving computer data, assembling materials, running errands, processing daily mail, etc.

**TITLE : PT Customer Service Rep. (Parks & Recreation)**

Receives and responds to inquiries and requests for assistance from other Town departments, agencies, organizations, professionals and the public.

Attends training, meetings, seminars and/or workshops to enhance job knowledge and skills.

**INVOLVEMENT WITH DATA, PEOPLE, AND THINGS**

**DATA INVOLVEMENT:**

Requires copying, transcribing, entering or posting data or information.

**PEOPLE INVOLVEMENT:**

Requires serving others such as customers, attending to their requests and exchanging information with them.

**INVOLVEMENT WITH THINGS:**

Requires handling or using machines, tools or equipment requiring brief instruction or experience, such as computers for data entry, fax machines, copiers, telephones or similar equipment; may service office machines, including adding paper and changing toner.

**COGNITIVE REQUIREMENTS**

**REASONING REQUIREMENTS:**

Requires performing semi-skilled work involving set procedures and rules but with frequent problems.

**MATHEMATICAL REQUIREMENTS:**

Requires using basic addition and subtraction, such as making change or measuring.

**LANGUAGE REQUIREMENTS:**

Requires reading routine sentences, instructions, regulations, procedures or work orders; writing routine sentences and completing routine job forms and incident reports; speaking routine sentences using proper grammar.

**MENTAL REQUIREMENTS:**

Requires doing clerical, manual or technical tasks prescribed by standard practices but which may require computation, the use of several procedures, and the use of independent judgments with obvious choices; requires normal attention for accurate results.

**VOCATIONAL/EDUCATIONAL AND EXPERIENCE PREPARATION**

**VOCATIONAL/EDUCATIONAL PREPARATION:**

Requires high school diploma, GED or specialized vocational training.

**TITLE : PT Customer Service Rep. (Parks & Recreation)**

**SPECIAL CERTIFICATIONS AND LICENSES:**

Must possess a valid North Carolina driver's license.

**EXPERIENCE REQUIREMENTS:**

Requires over three months and up to and including six months of clerical and public contact experience.

**AMERICANS WITH DISABILITIES ACT REQUIREMENTS**

**PHYSICAL AND DEXTERITY REQUIREMENTS:**

Requires sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a recurring basis or routine keyboard operations. Must be able to perform basic life functions of fingering, grasping and repetitive motion.

**ENVIRONMENTAL HAZARDS:**

The job risks exposure to no known environmental hazards.

**SENSORY REQUIREMENTS:**

The job requires normal visual acuity and field of vision, hearing and speaking abilities.

**JUDGMENTS AND DECISIONS**

**JUDGMENTS AND DECISIONS:**

Responsible for guiding others, requiring a few decisions affecting a few co-workers; works in a stable environment with clear and uncomplicated written/oral instructions but with some variations from the routine.

**ADA COMPLIANCE**

The Town of Waynesville is an Equal Opportunity Employer. ADA requires the Town to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

**Physical Requirements:**

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally, and a negligible amount of force frequently or constantly to move objects; work requires fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Interested individuals may file an application with the Town of Waynesville or Job Link on or before the closing date of Wednesday, February 10, 2016 by 5:00 p.m.

Application is available online at [www.waynesvillenc.gov/human-resources](http://www.waynesvillenc.gov/human-resources) or by visiting the Municipal Building located at 16 South Main Street, Waynesville, NC 28786.

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Completed applications should be sent to:

Brittany Buchanan, HR Specialist  
Town of Waynesville  
16 South Main Street  
Waynesville, NC 28786  
Or via email at [bbuchanan@waynesvillenc.gov](mailto:bbuchanan@waynesvillenc.gov)