

PART TIME CUSTOMER SERVICE REPRESENTATIVE-
PARKS & RECREATION

Date:	**October 28, 2026**
From:	**Human Resources Department**
Position:	**Customer Service Representative**
Department:	**Parks & Recreation Department**
Salary Range:	**$13.00 - $15.00 DOE**
Hours:	**19 hours per week/Monday- Friday with rotating weekends**
	Non-Safety Sensitive Position

CLASS TITLE: CUSTOMER SERVICE REPRESENTATIVE- PARKS & RECREATION

GENERAL DESCRIPTION OF CLASS

The purpose of the class to perform routine clerical work in support of efficient and effective department operations; to provide professional, courteous customer service at all times, and to perform related duties as assigned. This class works according to set procedures under close supervision.

This position has been identified as a role that requires a North Carolina SBI criminal history record check based on responsibilities involving work with individuals under 18 years of age. The results of this record check will be used in the hiring decision for this position.

ESSENTIAL TASKS

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.

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.

May be assigned other duties.

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.

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 PREPARATION:

Requires high school diploma, GED, or specialized vocational training.

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:

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.

The Town of Waynesville has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Apply online: https://www.surveymonkey.com/r/townofwaynesvilleapplication
Or Scan the QR Code to apply online:

Interested applicants may submit an application to:
Town of Waynesville,
Brittany Angel, HR Coordinator
Human Resources Department
16 S. Main Street
Waynesville, NC 28786
Or via email to bangel@waynesvillenc.gov
Applications accepted until position is filled.