



Job Description  
Job Code: 135  
Range: 18

## Reservations and Customer Service Specialist

**DESCRIPTION:** Under supervisory direction from the Parks and Recreation Director, this position is responsible for customer service on behalf of the City and coordinating City facility reservations for multiple locations including parks, the Recreation Center, the Cottonwood Community Club House, and other meeting spaces as required. The position assists in coordinating and tracking information and documentation for both Parks and Recreation and the Airport as necessary. May fulfill other duties as assigned.

**CLASSIFICATION:** This is a non-exempt, full-time, classified position with full benefits.

**ESSENTIAL FUNCTIONS:** (Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this classification.

### TASKS:

Acts as the first point of contact in customer service for the City. Responsible for answering citizen inquiries, providing information about the City and its programs and services, and for fielding and documenting complaints. Responsible for routing calls and complaints as appropriate to designated staff. Assists in writing correspondence, communicating with departments and community members or organizations as appropriate. May assist with other administrative tasks for various departments as necessary. Customer service is a top priority and kind customer service is an expectation of this position.

Responsible for coordinating the facility rental process, including scheduling facilities, collecting fees, and securing use contracts/agreements and renter's liability insurance(s) as appropriate. Works with various departments and contractors to coordinate facility set-up, break-down, custodial service, and Information Technology (IT) service for Audio/Visual (A/V) needs. Inspects rental facilities before and after uses to ensure all furniture, fixtures, and equipment are operational and in ready to use condition. Develops usage and revenue reports regarding facility rentals. Creates pre-approved vendor lists and materials for potential facility users. Conducts walk-throughs of facilities with potential renters and performs on-site supervision when necessary during rentals.

Ensures staff and renters are abiding by City implemented policies and procedures, regulations, and safety practices. Responsible for assisting in the implementation of the emergency action plan and procedures during an emergency. Documents and reports facility incidents and accidents, safety issues, and keeps management informed about upcoming potential events, programs, and issues relating to facility rentals. Assists with establishing partnerships with schools, community groups, and other agencies to maximize services and facility use.

Actively supports and upholds the department's and City's state mission and values, including being open for business and providing excellent customer service that is externally focuses. Actively works to inspire a vibrant community through departmental work. Responsible for additional duties as assigned.

## Facility Reservations and Airport Coordinator (Continued)

### KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of municipal governments and City policies and procedures.
- Knowledge of the community, its demographics, and general recreation related issues.
- Knowledge of basic accounting principles and procedures involving reconciliations and deposits.
- Knowledge of basic A/V equipment, computer and projector operations.
- Knowledge of Virtower program.
- Skill in Microsoft Office programs, general computer use, and departmental specific software.
- Skill in coordinating and organizing facility use.
- Skill in analyzing data and creating useful reports.
- Skill in data entry.
- Skill in oral and written communication.
- Ability to deliver exceptional customer service in a kind manner.
- Ability to develop and maintain positive, effective interpersonal relations.
- Ability to establish and maintain successful community partnerships.
- Ability to work in a fast paced, team environment and meet expected deadlines.
- Ability to problem solve and deal with variable situations.
- Ability to perform duties under a flexible schedule.

**PHYSICAL REQUIREMENTS:** The planning and implementation of this work is completed in a normal office setting, consisting of sedentary activities for the majority of the workday. The employee is expected to be able to sit, stand, walk, talk, hear, see, use hands and feet, feel objects such as office equipment and files and reach for materials at a customary height. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, the ability to adjust focus, and look at a computer for long periods of time. Any of these requirements can be met with or without reasonable accommodations.

**MINIMUM REQUIREMENTS:** Graduation from high school or equivalent required. Must possess or obtain upon employment a valid Arizona drivers' license. Must have a minimum of one (1) year of customer service experience, preferably in a facility rental or similar capacity, or, any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary to satisfactorily perform the job.

**SPECIAL REQUIREMENTS:** This position is expected to work a Thursday through Monday schedule to be available for facility rental and airport needs on the weekend. This position will require a flexible schedule to accommodate the various needs of the position.

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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