

## POSITION DESCRIPTION

### Customer Service Attendant (CSA)

Reports to:	Park Operations Manager	Status:	Part-time, seasonal
Reporting Location:	Armco Park 1223 N. St. Rt. 741 Lebanon, OH 45036	Compensation:	Starting at \$19 per hour
Work Schedule:		Revision Date:	February 12, 2024

#### **Position Goal:**

The Customer Service Attendant will be responsible for opening and/or closing the park at scheduled times and during special events, monitoring park security, performing shelter beverage setups, and ensuring overall customer satisfaction during work hours. This position, under the direction of the CSA Supervisor, and working closely with the Park Operations Manager, will work to provide the highest level of safety and service to park patrons.

#### **Duties and Responsibilities:**

- I. Performs unskilled and semi-skilled work as part of a team or individually; typical duties including but not limited to:
  - Opening and/or closing park facilities and gates at designated, scheduled times throughout the season and as assigned
  - Preparing shelters/rental facilities for rental, including beverage setup
  - Assisting with facility rental closing during special events
  - Working with customers to ensure satisfactory conditions during scheduled rentals
  - Monitors park for security and compliance with park rules. Educates customers about park rules in a firm, polite and professional manner. Contacts Law Enforcement in the event of persistent noncompliance
  - Use trucks, UTV's to traverse paved and unpaved roads and trails throughout the park as needed to carry out work responsibilities
  - Remove trash and litter from park grounds to create a clean, safe environment
  - Communicates with Park Operations Manager regarding maintenance required and /or safety issues with vehicles, equipment and park facilities
  - Educates park customers about park rules in a polite, professional manner when needed. Reports persistent noncompliance to management or law enforcement
  - Acts as main point of contact for emergency services and/or law enforcement for medical, safety, and/or security issues
2. Assists with special park events and activities as needed. Assists with duties in other areas on a temporary basis as assigned.
3. Operates the following equipment:
  - Operates trucks, UTV's, etc. to safely traverse park lands as necessary to carry out work responsibilities

4. Performs work in a safe and responsible manner. Notifies Park Operations Manager of unsafe conditions in a prompt, professional manner.
5. Follows Park District policies, as applicable.
6. Performs other duties as apparent or assigned.

**Qualifications:**

1. Education:
  - Graduation from High School or GED required.
2. Experience:
  - Minimum 21 years of age at time of hire, due to alcoholic beverage handling
  - One year customer service, security or related field preferred
3. Knowledge, Skills and Abilities:
  - Ability to work unsupervised, to coordinate, to prioritize and self-initiate
  - Ability to communicate effectively, orally and in writing
  - Basic computer proficiency
  - Ability to maintain a professional, cooperative working relationship with other staff members, volunteers, and the staff of other agencies
  - Ability to meet and deal with the public in a professional, helpful, and pleasant manner, always acting as a goodwill ambassador for the Park District
  - Ability to firmly, respectfully, and professionally educate park customers about park rules when needed
  - Ability to safely operate a motor vehicle and other related equipment
  - Knowledge of, or ability to be trained in, First Aid, CPR and AED operation
  - Competent working knowledge of applicable Ohio statutes relative to the sale, handling and/or dispensing of alcoholic beverages
  - Ability to work as part of a team
  - Ability to exercise good judgement and demonstrated emotional intelligence
4. Licenses:
  - Possession of a valid State of Ohio motor vehicle operator's license with driving record that is insurable under the Park District's insurance policies

**Physical Requirements and Work Environment:**

- Ability to regularly lift/move up to 50lbs, and up to 100lbs with assistance
- Ability to work in extreme weather conditions including, but not limited to; excessive heat, humid/wet conditions, and darkness
- May be required to (often on uneven terrain) stand, walk, sit, climb, balance, kneel and crouch

**Schedule:**

- This is a seasonal position that typically starts on April 1 and ends on October 31.
- Generally no more than 29 hours per week.
- This position must be available and willing to work a flexible work schedule.
- Work will include evenings, weekends, and holidays.



The position functions and responsibilities are illustrative only and do not represent all the duties or tasks to be assigned or performed by an employee with this position title.

Alternates to the above qualifications may be acceptable, subject to Chief Executive Officer approval.