

CITY OF TEMPE

Temporary Employment Opportunity



Kiwanis Recreation Center · 6111 S. All America Way · 480.350.5702 · TDD (480) 350-8400

Customer Service Associate at Kiwanis Recreation Center (City of Tempe / Community Services-REC Division)

Opening Date: July 1, 2022

Closing Date: Open until the needs of the City are met

Hourly Wage: \$13.50 per hour

Work Schedules: Varying schedules needed: Monday-Friday opening shifts (6:30 am to 11:30 am); mid-day (12:00 pm to 5:30 pm); closing shifts (4:30 pm to 10:30 pm); Saturdays 7:30 am to 6:30 pm; Sundays 8:30 am to 5:30 pm. Minimum of 2 shifts a week; Maximum of 5 shifts a week.

This is a Temporary Non-Benefitted position.

Experience & Training: Experience in customer service, cash handling, computerized Point of Sale system, filing, using a multi-line phone system, and receiving and distributing incoming and outgoing correspondence is desirable. Available to work a flexible schedule, weekday mornings, evenings and weekends is most desirable. Regular and consistent attendance and punctuality are essential to this position. A minimum of a high school diploma or GED is required.

Licenses/Certifications: Current CPR/AED is desirable

Essential Job Functions:

- A professional appearance with a pleasant, outgoing personality
- Responsible and dependable
- Punctuality is **essential** and **required**
- Flexible with ability in multi-tasking work assignments
- Cash handling experience with checks, credit cards, and cash
- Operate a Point-of-Sale system/cash register and perform simple mathematical calculations.
- Able to work weekends, and weekdays as late as 10:30 pm and as early as 6:30 am.
- Ability to provide outstanding Customer Service to the general public and over the telephone.
- Ability and desire to present a quality experience for our customers
- Ability to adjust priorities, be organized and manage time wisely in a fast-paced environment
- Responsible for providing directional information to visitors at KRC
- Courteous and friendly conduct in dealing with customers and co-workers
- Perform clerical duties using a variety of equipment, ex: computers, copy & fax machine.
- Ability to stand at customer service counter for an entire shift
- Ability to lift 20 lbs.
- Ability to repeatedly bend, stoop or walk.
- Assisting customer with class, membership and program registrations, facility rentals, etc.
- Ability to work through customer challenges and report issues to supervisor or the manager on duty.

Applicant Requirement:

Requires successful completion of selection process, completion of background investigation and verification of identity/work authorization.

SUBMIT APPLICATION TO:

**City of Tempe
Kiwanis Recreation Center
Attn: Terrisa Mays
6111 S. All America Way
Tempe, Arizona 85283**

For questions, please contact:

**Terrisa Mays / Administrative Assistant II
480-350-5769 or terrisa_mays@tempe.gov**

An equal opportunity/reasonable accommodation employer