



JOB DESCRIPTION
BLAINE COUNTY RECREATION DISTRICT
CUSTOMER SERVICE SPECIALIST

POSITION: Customer Service Specialist
CLASSIFICATION: Hourly, Non-Exempt
REPORT TO: Front Desk Manager
REVISED: 4/4/2022

BCRD MISSION

Blaine County Recreation District provides healthy, active, and diverse recreational opportunities for our community.

ESSENTIAL DUTIES & RESPONSIBILITIES:

Front Desk Services:

- Provide Excellent Customer Service.
- Answer Phones in a professional matter.
- Assist walk-ins with membership sales, pass and registration.
- Use point of sale and make daily deposits.
- Assist patrons with equipment needs.
- Make sure that BCRD information is stocked up and accessible to the public.
- Communicate issues to the appropriate staff member.
- Be on time for every shift.
- Wear appropriate attire.
- Cover your personal shifts with the approval of your supervisor.
- All orbital shift changes must be submitted to your supervisor via email.
- Collect and distribute BCRD mail.
- Schedule is subject to change.
- Assist with any tasks that your supervisor sees relevant.

FitWorks:

- Perform opening and closing procedures depending on the work schedule.
- Provide prospective members with FitWorks schedule, fees and information.
- Process memberships, run reports and assist with retention strategies.
- Clean equipment, stock towels and disinfectant.
- Keep class binder updated and organized.
- Clean equipment and facility when appropriate.
- Take customer feedback and pass on to the appropriate staff member.
- Be a key team member in the successful operation of the facility.
- Provide introductory tour for new FitWorks members.
- Maintain an atmosphere which makes members feel welcome.

SKILLS REQUIRED:

- Ability to motivate and inspire staff and volunteers.
- Proficient use of computers and computer software/applications.
- Ability to problem solve and perform a variety of tasks.
- Good time management, ability to use time efficiently and effectively.
- Ability to follow directions and communicate effectively.
- Ability to work in a safe and efficient manner, be constant alert and aware of hazards involved, and know and apply safety practices and principles in reporting and preventing accidents.
- CPR, First Aid and AED Certified or willing to complete the training required to become certified is highly encouraged.