

City of Belle Fourche
Assistant Customer Service Supervisor

Employee Status: Regular Part-time (maximum of 35 hours per week)	FLSA Status: Non-exempt
Department: BFACC	Salary Level: G6
Supervisor: Director	Location: BFACC
Prepared By: Human Resources Office	
Approved By: BFACC Board of Directors	Approved Date: 12-10-2007
Approved By: Common Council	Approved Date: 03-17-2008

***SUMMARY:** Oversees a safe and pleasant atmosphere for patrons, assist all BFACC employees in conducting standard operations, act as a resource person by answering questions, and assists the senior staff in the daily operations involving all aspects of the BFACC. Supervises concessions operation and retains the ability to perform the duties of Customer Service Representative when necessary.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned as appropriate to this job description.

- Greets visitors, inquires nature of business, and directs visitors to appropriate person or location
- Quotes price and describes features of services for which money is received
- Assist Customer Service Supervisor in oversight in all areas of concession operations (scheduling, stocking, and operation decisions)
- Ensures clean and sanitary concessions area
- Assists in maintaining required records (accounts, memberships, inventory) and periodically assesses participant demographics, participant satisfaction, and program success in relation to BFACC goals and objectives
- Provides data entry assistance
- Assists in the scheduling of facilities, completing related paperwork, and collection of fees
- Assists Customer Service Supervisor in coordination of the purchase, maintenance, and inventory of concession equipment and supplies. Develops and distributes appropriate policies and procedures for using such equipment
- The willingness and ability to work-days, evenings, and weekends with a flexible schedule
- Maintains weekly calendars
- Assist Customer Service Supervisor with facility reservation system
- Provides secretarial / clerical assistance to Executive Director

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

- Use intuition and experience
- Demonstrate attention to detail, accuracy, thoroughness, and efficiency
- Identify and resolve problems
- Pursue training and development opportunities
- Share expertise with others
- Manage difficult or emotional customer situations

- Focus on solving conflict, not blaming
- Maintain confidentiality
- Keep emotions under control; use reason
- Respond well to questions
- Balance responsibilities
- Inspire respect and trust
- Exhibit confidence
- Inspire and motivate others
- Keep commitments
- Work with integrity and ethically
- Follow policies and procedures
- Treat others with respect and consideration regardless of their status or position
- Accept responsibility for own actions
- Observe safety and security procedures
- Be consistently at work and on time;
- Follow instructions
- Ask for and offer help when needed

SUPERVISORY RESPONSIBILITIES:

- Supervises three to seven employees (3 to 7) in the absence of the Customer Service Supervisor.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable state and federal laws as assigned by the Customer Service Supervisor. Responsibilities may include interviewing and training employees; planning, motivating, assigning, and directing work; developing job descriptions; appraising performance, disciplining employees; providing professional growth and development of staff members; addressing complaints and resolving problems as assigned by the Customer Service Supervisor or Director.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Always conduct themselves in a professional manner

EDUCATION AND/OR EXPERIENCE:

- High school education diploma or general education degree (GED);
- One to two years of related experience and/or training;
- Or equivalent combination of education and experience; demonstrated knowledge in areas of food service.

LANGUAGE SKILLS:

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, safety rules, operating and maintenance instructions, procedure manuals or governmental regulations.
- Ability to write routine reports, business correspondence, and procedure manuals.
- Ability to speak effectively before customers or employees of the organization.

MATHEMATICAL SKILLS:

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to calculate figures and amounts such as discounts, proportions and percentages.

REASONING ABILITY:

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in mathematical, diagram, written, oral, and schedule form.

CERTIFICATIONS:

- Must possess American Red Cross CPR and First Aid certifications
- Or attain them within two months of BFACC employment.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to talk and hear.
- Frequently is required to sit, stand, walk; use hands to handle or feel objects, tools, or controls; reach with hands and arms; climb, or balance and stoop, kneel, crouch, or crawl.
- Frequently lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Occasionally works near moving mechanical parts and in outside weather conditions and
- Occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, extreme heat, and risk of electric shock.
- Noise level in the work environment is usually moderate.

PERFORMANCE EVALUATIONS:

Performance of this position will be evaluated by their supervisor in accordance with the provisions of the City of Belle Fourche on evaluations.

**Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time as appropriate to this department. This job description does not and is not meant to serve as an employment contract.*