



Metro Parks Tacoma Employment Opportunity

CUSTOMER SERVICE ASSISTANT

METRO PARKS TACOMA HEADQUARTERS

CLOSING DATE: Open Until Filled

SALARY: \$10.32 per hour

LOCATION: 4702 S. 19th St. S, Tacoma

HOURS: Hours vary 15-20 hours per week, must be flexible and willing to work a variety of shifts which may include mornings, evenings, weekends and holidays.

SUPERVISOR: Christina Levingston

CLASSIFICATION: This position is classified as a part-time/seasonal position and is not eligible for health benefits or paid leave. Enrollment in the WA state retirement system may be mandatory. This position is an at-will position with no written or implied contractual agreement.

DUTIES:

Answer telephones, greet and announce arrival of visitors. Provide information or refer to proper department or individual. Take computerized registrations in-person and over the phone. Open and close facility. Provide assistance and direction to meeting places and offices. Distribute brochures and other informative material as requested. Receive, open, sort, categorize, prioritize, stamp and distribute incoming mail. Collect and count money and make change. Reconcile till to cash receipt and prepare monies for bank deposits and weekly revenue reports. Follow Metro Parks Tacoma cash handling procedures. Prepare and maintain a variety of records and reports. Attend meetings as requested. Operate office equipment. Perform general clerical duties for departments and staff. Provide information, receive and process requests and complaints and route individuals as appropriate. Provide procedural and policy information to various citizens and groups. Receive and resolve public/customer complaints and problems as required. If unable to respond, direct customer to appropriate person or department. Order and maintain adequate stocks of office supplies for central store room. Maintain inventory records as assigned. Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

- Must be customer service oriented with a positive and cheerful attitude.
- Must have experience using a cash register.
- Must have excellent customer service skills.
- Must be able to communicate effectively with the general public and fellow staff. Good oral and written communication skills required.
- Must have experience using a computer and be familiar with MS Office applications.
- Must be willing to work flexible hours, to include evenings, weekends and holidays, and fill in at different location sites when needed.
- Ability to perform a variety of responsible clerical duties and operate a variety of office equipment and machines (typewriter, telephone switchboard, calculators, cash register, copy machine, mail machine, etc).

LICENSE & OTHER REQUIREMENTS:

- Employment is subject to a Washington State Patrol background inquiry pursuant to RCW 43.43.832
- Job applicants must be able to prove authorization to work in the United States at the time of a job offer as required by the 1986 Federal Immigration Reform and Control Act. Documentation establishing authorization to work may include a Social Security Card, picture ID and/or other approved documentation.

PHYSICAL DEMANDS:

Sight to read and prepare records and reports. Dexterity of hands and fingers to operate office equipment. Hearing and speaking to exchange information. Sitting and operating a computer keyboard for extended periods of time. Bending and reaching to retrieve and maintain files. Lifting and carrying boxes and other objects weighing up to 50 pounds.

APPLICATION PROCESS:

Applicants must submit an official completed and signed Metropolitan Park District application form. Resumes received without the required application form will not be accepted. Applications can be obtained at the Metro Parks Tacoma Administration building located at 4702 S. 19th St., Tacoma, WA 98405 or by visiting the Metro Parks Tacoma web site at www.metroparkstacoma.org.

Accommodation to participate in the job application and/or selection process for employment will be made upon request with reasonable notice. Please contact the Human Resources Department for further information.

SELECTION PROCESS:

Those applicants showing evidence of meeting the minimum qualifications and appraisal of experience and training may be scheduled for further review. Metro Parks may elect to give an exam to those candidates scheduled for further review. It is the responsibility of the applicant to supply sufficient information and detail to permit Metro Parks to properly evaluate their qualifications and abilities as they relate to the position.

EQUAL OPPORTUNITY:

All qualified persons will be considered for employment without regard to race, color, religion, sex, national origin, age, sexual orientation, political affiliation, disability or any other merit factor.

GENERAL INFORMATION:

Please clearly indicate the position that you are applying for on the application form. Your application will be forwarded to the appropriate hiring supervisor for the position. It is the responsibility of the applicant to supply sufficient information and detail to permit a proper evaluation of your qualifications and ability as they relate to the position.

A completed and signed application form is required. A response of "see resume" will not be considered an adequate response and may eliminate you from the process. You may attach a resume, however, it is not required. The information from your resumes will not be used to determine if minimum qualifications are met. All qualifying information must appear on the application form.

It is your responsibility to make copies of your application and/or resume if needed. Metro Parks Tacoma will not return or make copies of any items supplied for the application process.

Due to the high volume of seasonal/part-time applications received, MPT is unable to respond to every application. Applicants selected for further review of a seasonal and/or part-time position will be contacted directly by the hiring manager.

Positions may require weekend shifts and may require night shift, holiday, and overtime.

Metro Parks Tacoma is a drug and alcohol free workplace.

All positions are at-will positions, with no written or implied contractual agreement.

NOTE: THE PROVISIONS OF THIS APPLICATION DO NOT CONSTITUTE AN EXPRESSED OR IMPLIED CONTRACT. ANY PROVISION CONTAINED HEREIN MAY BE MODIFIED AND/OR REVOKED WITHOUT NOTICE.