

Carmichael

RECREATION AND  
PARK DISTRICT

# Memo

**To:** Advisory Board of Directors

**From:** Mike Blondino, District Administrator  
Ingrid S. Penney, Administrative Services Manager

**Date:** December 16, 2021

**Subject:** Proposed Job Title and Description Update

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***Background/Discussion:***

In October 2019, the CRPD contracted with Randy Schwartz to conduct a Staffing Assessment. The scope of work included a recommendation for short and long-term staffing levels based upon workload, budget and services offered to the public. It also included recommendations for a training program that emphasized employee development opportunities and identified potential leaders for succession planning.

As a result of the review, the Consultant recommended several changes to operations and personnel. CRPD has been implemented some of these changes; however, some have been modified or delayed due to the impact of COVID-19.

In reviewing the report, Staff agreed with the recommendation of moving both Secretary-Receptionists to the La Sierra Community Center (LSCC), reporting to the Recreation Service Manager. The positions would be able to support the increasing workload from the impact of the Recreation Division program services and the public served.

With this change, there was also an opportunity to update the job title from Secretary/Receptionist to Customer Service Representative and to combine the duties to ensure effective use of staff and increase operational efficiency.

Attached is the proposed job description for the Customer Service Representative position. The job description has been reviewed and approved as to form by County

Personnel Management. Their review and approval were required by the Sacramento County Board of Supervisors' governing resolution prior to your approval. Staff met with the Personnel Committee of the Advisory Board to review and discuss both the current and proposed job titles and descriptions.

Staff also recommended that one position remain at the District Office in order to support administrative functions until such a time as a second position is needed at the LSCC Office. Once the position moves to LSCC, a regular part-time office position will be hired for the District Office to continue to support the workload.

***Budget/Fiscal Impact:***

All three positions were included in the FY2021-22 Adopted Budget. There is no change to the salary schedule approved during the budget adoption process, except the COLA change to the overall Salary Schedule planned for January 1, 2022.

***RECOMMENDATION:***

The Personnel Committee and Staff recommend approval of the new title, job description, and reporting relationship of the Secretary/Receptionist position to Customer Service Representative reporting to the Recreation Services Manager, as presented.

Attachment:

Job Description – Customer Service Representative

# **CLASS TITLE: CUSTOMER SERVICE REPRESENTATIVE**

## **Hourly – Non-Exempt**

### **DEFINITION**

Under the supervision of the Recreation Services Manager, performs various office support assignments, including greeting the public and providing administrative support services to division personnel in accordance with district policies and procedures. Receives program registration, prepares and processes facility rental permits, and maintains related records.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Opens and/or closes the office facility.
- Receives and greets customers; answers phones and emails; gives information responsive to customers' needs; handles routine requests independently; refers to other staff as appropriate.
- Receives and distributes incoming mail and faxes. Checks drop box daily.
- Completes data entry of recreation registrations and rentals; maintains accurate records of payments, initiates refund process; prepares daily financial transaction reports.
- Responds to rental inquiries in a timely, effective, and proactive manner and follows up with interested renters to secure rentals. Schedules and provides facility tours with potential customers.
- Prepares, maintains, and posts facility use schedules.
- Prepares and maintains activity reports.
- Researches customer records and responds verbally and/or in writing to more complex customer inquiries.
- Types, proofreads, and distributes a variety of documents.
- Orders and maintains office supplies for the division.
- Provides administrative/clerical support to all divisions.
- Assists with preparation and posting notices/agenda for Safety Committee.
- Sets up and attends the Advisory Board Meeting, Safety Meeting and other meetings as required.
- Takes Safety Meeting minutes, prepares, copies, and distributes to interested parties.
- Assists with special projects and performs research as required.
- Performs related duties as assigned.

### **NON-ESSENTIAL DUTIES AND RESPONSIBILITIES**

- May assist with preparation and posting notices/agenda for Advisory Board meetings; assemble materials and documents needed for workshops, committees, staff meetings, public meetings as needed.
- May take meeting minutes, prepare, copy, and distribute to interested parties as needed.

### **QUALIFICATIONS**

#### Knowledge of:

- District policies and procedures, operations, and programs.
- Modern office practices and procedures.
- Standard account recordkeeping methods.

- Basic mathematics.
- Office automation equipment and software applications including word processing, data base management, and spreadsheets.
- Proper English usage, spelling, grammar, and punctuation.

Ability to:

- Communicate effectively in person, by telephone, and through email, returning all emails and phone calls in a timely manner.
- Gather, compile, and provide information, instructions, and material on programs, events, classes, rentals, and district news from a variety of sources.
- Multi-task in an active, dynamic, environment.
- Ascertain priorities and meet deadlines and objectives.
- Be resourceful and effective.
- Maintain self-discipline and keep calm while under pressure.
- Follow oral and written instructions.
- Organize and manage customer payments, deposits, and receipts according to district policies and procedures.
- Proofread, perform accurate computations, and prepare accurate reports from records and other source data.
- Use good, independent judgement in organizing and establishing formats, preparing effective correspondence on routine matters and performing routine functions.
- Work well in a team atmosphere.
- Requires regular, predictable attendance.
- Establish and maintain effective working relationships with the general public, customers, contractors, supervisors, and employees.
- Be friendly, professional, tactful, patient, flexible, and courteous.
- Maintain and uphold the utmost level of discretion and confidentiality where required.
- Type at a rate of 50wpm from clear, legible copy.
- Operate a variety of office equipment.

**EXPERIENCE AND EDUCATION**

Graduation from high school and an accredited college or university;

Two (2) years' customer service, clerical and/or administrative support experience, or an equivalent combination of education and experience.

**SPECIAL QUALIFICATIONS**

Applicant must possess a valid California Driver's License and current auto liability insurance. Individuals who do not meet this requirement will be reviewed on a case-by-case basis.

**WORKING CONDITIONS**

Environmental Conditions – Essential duties of this position are performed in an office environment. Incumbents work closely with other District personnel in the performance of assigned duties and responsibilities.

Physical Conditions – Work is performed in an environment of frequent interruptions requiring maintenance of attention. Essential duties of the job necessitate prolonged periods of sitting and viewing data on a computer monitor; requires finger and hand dexterity for extensive use of a personal computer; and requires the ability to read and communicate with others to clarify information received, to reach for files and folders and other items; to stand, walk, push, pull, and grasp files and other items on a daily basis.

**Note:** The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential job functions.