



## **Customer Service Manager**

### **Elk Grove Park District**

**Contact Name:** Christy King

**Contact E-mail:** cking@elkgrovecparks.org

**Contact Phone:** 8472283504

**Closing Date:**

**Salary:** \$43,351 - \$52,000

#### **Description:**

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<https://www.elkgrovecparks.org/employment-careers-jobs>

#### **JOB SUMMARY**

Responsible for managing, coaching and empowering a team of knowledgeable and resolution oriented customer service staff who succeed in positive brand identity by mentoring staff on the mission and vision of the Elk Grove Park District in daily operations.

#### **ESSENTIAL JOB FUNCTIONS**

Recruit, mentor and develop customer service staff and nurture an environment where they can excel through encouragement and empowerment.

Manage customer service operations at multiple facilities.

Respond to customer issues in a timely manner and to the highest satisfaction of the customer while aligning with the mission and vision of the District and current policies and procedures.

Set customer service satisfaction goals and work with the team to meet and exceed them on a consistent basis.

Stay informed on the current Customer Service trends and techniques.

Create effective customer service procedures, policies and standards.

Maintain accurate records and documents and route all Customer Service transactions accordingly.

Meet Customer Service financial objectives by forecasting requirements, preparing an annual budget, scheduling expenditures, analyzing variances and initiating corrective action.

Oversee financial management of the Customer Service areas; including budget submission and monitoring expenses and revenues, cash handling, point of sale transactions, withdrawals, payroll timesheets, and purchases.

Work with the Safety Coordinator to communicate and assist with executing emergency plans for the facility.

Seek service and process improvements by monitoring data, customer feedback and by communicating and teaming with key personnel, such as coordinators and facilities staff.

Work to effectively communicate and coordinate with all departments to meet the needs of customers and employees according to District policy.

Mastery of the RecTrac Software - Registration System during the first 30 days of hire.

Hold monthly Customer Service meetings to update staff on current issues and safety policies.

Perform the job safely and in compliance with District policies, procedures, work and safety rules.

Oversee the record keeping of the parks district's scholarship program.

Assist in edits and proofing during the seasonal brochure process.

#### MINIMUM QUALIFICATIONS

Ability to effectively communicate in person, by telephone and in writing.

Demonstration of an enthusiastic and positive attitude.

Understanding of general office management and office systems including: phone system, Google Office Suite, Incode and RecTrac.

Skill in the handling of cash receipts. Understanding of deposits, daily balance and invoices.

Skill in general budget management and development.

Ability to effectively sell memberships, passes and registrations.

Ability to hire, train and evaluate staff.

Skill in maintaining time sheets and submitting payroll summary.

Ability to solve problems and make decisions.

Good knowledge of pertinent safety precautions.

Ability to maintain positive and effective working relationships with other employees.

#### EDUCATION AND EXPERIENCE

A four year degree from an accredited college with a background in personnel, hospitality, recreation, psychology, business management or a related field. An equivalent combination of education and/or experience in customer service, which provides the required knowledge, skills and abilities may also be considered.