



## TOWN OF NEDERLAND

### Visitor's Center Customer Service Representative Position Description

**Position Title:** Visitor's Center Customer Service Representative      **Pay:** \$12/hour  
**Department:** Administration      **FLSA:** Part Time, Non-Exempt

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#### *Nature of Work*

This entry-level position is responsible for greeting, welcoming, and assisting visitors; providing information of interest to visitors; independently conducting sales; and performing various clerical duties and other related duties as assigned.

#### *Supervision Received/Exercised*

The position works under the supervision of the Visitor Center Manager. Supervision of employees is not a responsibility of this position. However, when assigned, may direct, review, assign work, and provide training to others.

#### *Essential Duties*

The candidate must be able to successfully perform and is responsible for fulfilling the following essential job functions and duties:

1. Provides excellent customer service by greeting the public both in person and on the phone in a friendly and cheerful manner; directing the public to proper authorities or Town departments as needed; and responding to public inquiries and disseminating information to the public.
2. Independently conducts the sale of merchandise, including greeting customers, answering questions, suggesting items, offering opinions, providing product information, and processing payments.
3. Helps stock, store, and display merchandise.
4. Tracks daily visitors and encourages use of visitor log.
5. Collaborates on the selection of inventory for approval by manager.
6. May be requested to coordinate with vendors, including ordering merchandise and following up on orders.

7. Helps create and maintain a supply of informational handouts, such as trail maps, local business information, and event information.
8. Maintains a clean, tidy, and appealing Center while working.
9. Some cleaning and stocking of the restrooms may be required.

### ***Other Duties and Responsibilities***

1. Attends and participates in all required trainings and meetings.
2. Performs related work and projects as assigned and may be involved in special projects that are unrelated to primary and essential job functions.
3. Performs work assignments in a safe manner and encourages others to use safe work practices. Maintains a work environment that is conducive to safe work practices and standards.

### ***Knowledge, Skills and Abilities***

1. Basic skills in math, money handling, and standard written/verbal business communication.
2. Demonstrates knowledge of computer software applications to include Microsoft Office, Adobe Acrobat, and other networked computer functions, including Internet, e-mail, and social media sites.
3. Able to work safely and to recognize and manage risk.

### ***Materials and Equipment Directly Used***

- Notebook with credit card processing software.
- Networked systems and e-mail.
- Personal computers and laptop computers.
- Scanners/Laser printers/Photocopying fax.
- Multi-line telephones.

### ***Working Environment/Physical Activities***

Works mostly standing, with some activities at the computer. Should be able to exert up to 30 pounds to lift, carry, push, pull or move objects. May require a minimal amount of moderate lifting of 30-45 pounds under some circumstances. Other duties may include filing, stocking, and displaying merchandise, resulting in reaching, bending, and standing. Job requires reading, writing, keyboarding, hearing, verbal communication, and visually observing situations. Environmental factors include working closely with others in a closed office setting, working with office machinery and exposure to noise. Exposure to a variety of weather conditions and temperatures, slippery/uneven surfaces. Job requires working alone and as a member of a team.

## ***Education, Experience, and Formal Training***

Graduation from high school or equivalent; or experience which demonstrates the ability to read, understand and follow oral and written instructions and a high degree of verbal skill. Preference will be given to candidates with customer service experience, especially retail sales, and/or a dedicated customer service orientation. Knowledge of Nederland and surrounding areas will also be considered.

## ***Benefits & Pay***

- 1) This is a part-time position starting at \$12/hour.
- 2) Free pass to Nederland Community Center gym
- 3) Free EcoPass (RTD bus pass)
- 4) Free access to Employee Assistance Program services
- 5) Occasionally some holiday pay offered (varies depending on scheduling – not guaranteed)

***All duties and descriptions listed in this job descriptions are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. This position description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the organization and requirements of the position change.***

***It is the policy of the Town of Nederland not to discriminate on the basis of race, religion, creed, sex, age, national origin, or disability related to a bona fide occupational qualification.***