

Volunteer Position Job Description

St. Pete Beach Recreation

Job Title: Customer Service Representative

Purpose: The position of Customer Service Representative serves as the receptionist for St Pete Beach Community Center. The Customer Service Representative represents the Recreation Department to the public who visit the center's offices Monday, Weds, and Friday from 9 a.m. - 4 p.m.

Location: The Customer Service Representative works in the public reception area of the Community Center's main office at 7701 Boca Ciega Dr, St Pete Beach, FL 33706.

Key Responsibilities:

- The Customer Service Representative answers the main phone line and directs calls.
- Greets guests and directs them to desired locations.
- Answers questions about the center and provides forms when necessary.
- Accept and enter money for different activities that go on in the center.
- Assist with special event preparations as needed.
- Proofreads brochure copy and other marketing material when time allows.
- Helps prepare bulk mailings.
- Prepares correspondence as needed.
- Other duties as assigned.

Reports to: Recreation Director of St Pete Beach

Time Commitment: At least one day a week, Monday – Friday, for a 4 hour shift; both am and pm available, for a minimum of three months.

Qualifications: Basic knowledge of computer and data entry. Must have pleasant manner, patience, problem-solving ability, and be dependable.

Support: Training for this position will be provided. In addition, the Community Center staff will be available for questions and assistance.

Age Requirement: None

Dress Code: Business Casual