



WHERE IT'S ALWAYS
GAME ON!

JOB DESCRIPTION

Job Title: Welcome Desk, Customer Service Representative

Employee Type: Part-time

Reports To: Tammy Marrie, Executive Administrative Assistant

Summary:

Answers incoming calls and helps with customers needs or directs to appropriate office. Greets all patrons as they enter building. Takes care of all deliveries and dispenses to correct location. Prepare all paperwork for the day and or for evening staff for that night. Help coordinate with upcoming events in Café or building. Basic knowledge of EZ Facility. Keeps first floor clean and organized.

Essential Responsibilities:

1. Performs duties for Welcome Desk and or Programming Department (per department check list)
2. Organizes phone messages and paperwork
3. Maintains customer records by updating account information
4. Sorts, organizes, distributes incoming and outgoing mail
5. Provides quality customer service
6. Learns basic skills in EZ Facility
7. Contributes to the development and maintenance of standards, policies and procedures regarding customer service
8. Regularly provides feedback on the soundness and effectiveness of the customer department's policies and procedures
9. Responsible for actively ensuring the retention of customer base, which includes promoting events/activities/Replay Café to existing customers
10. Performs other related duties as assigned by management



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Essential Knowledge and Skills:

Education: High school graduate or equivalent. Business courses beyond high school are preferred.

Skills and Experience: At least two years of related customer service experience required. Computer competency in Microsoft Word and database software.

Requires strong communication skills, flexibility, and ability to work well with all levels of internal management and staff, as well as outside clients and vendors.

Quality Focus
Problem Solving
Listening, Phone Skills
Resolving Conflict
Analyzing Information
Multi-tasking

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