

# South Jordan City

## Job Description

**Title:** Customer Service Supervisor  
**Org:** 230270  
**Pay Grade:** 14

**Effective Date:** 12/21/17  
**FLSA:** Non-Exempt  
**Workers Comp:** Municipal

### GENERAL PURPOSE

With minimal supervision, plan, supervise, and coordinate customer service operations of the Fitness Center. Perform specialized supervisory duties related to planning, organizing, training, and coordinating the day-to-day functions of the assigned staff. Resolve customer complaints or answer customer questions regarding programs or policies. Perform a variety of advanced clerical duties as needed to process daily deposits, information management, filing systems, requisition of supplies, monitoring budgets and other support services.

### SUPERVISOR

Fitness and Aquatic Center Manager

### POSITION(S) SUPERVISED

Front Desk Cashier II  
Front Desk Cashiers  
Building Attendants

### ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave.

Plan, organize, and oversee front desk operations, including: evaluating and assigning work in most efficient and effective manner, offer suggestions and implement programs/processes that will increase level of customer service given to residents, supervise assigned staff and evaluate and implement training in alignment with department objectives, and ensure proper front office staff coverage.

Operate telephone equipment; receive, respond to and direct incoming telephone calls; query callers to identify needed assistance, determine appropriate department or office and direct calls accordingly.

Monitor the front desk administrative budget including revenues, expenditures and budgeted expenditure projections.

Greet and acknowledge patrons upon arrival and leaving; respond to requests for information and provide factual information related to city services, programs, and general policies, practices and procedures; provide patrons with requested forms, publications and other informational materials.

Direct walk-in clients and visitors to proper locations; apprise staff of appointment arrivals.

Listen to and resolve public complaints, questions, etc.; respond to questions and concerns by referring individuals to appropriate personnel for assistance. Retrieve messages and return calls when appropriate.

Analyze and organize office operations and procedures such as bookkeeping, information management, filing systems, requisition for supplies and other clerical duties.

Manage facility membership records for retrieval and filing. Train staff to register patrons for programs, drop-ins, memberships, reservations, classes and leagues.

Complete projects with use of a personal computer including but not limited to Microsoft Office, Excel, Outlook, social media, and other recreation management software.

Process approved refunds and voided transactions.

Assist in scheduling, rating applications, interviews and training positions supervised.

Supervise part-time positions at the front desk.

Write and deliver messages to personnel; monitor system to detect problems, apprise supervisor of potential problems and repairs. Perform regular building checks by walking the facility.

Implement and oversee Fitness Center and City policy rules are followed by employees and patrons.

Schedule shifts for positions supervised.

Direct regular in-service trainings for front desk staff.

Maintain all vending and pro-shop items; merchandise ordering, stocking and depositing of revenue.

Perform daily deposits and safe balances. Train Customer Service II to perform duties to serve as back-up.

Evaluate, process, and approve refund requests.

Address patron comment card with appropriate employee and provide follow-up with issue/concern to insure matter has been resolved.

Address and rectify any policy or code of conduct issues that need to be addressed with positions supervised.

Assist with marketing, programming, evaluating, and scheduling of facility rental space.

Support the SoJo Race Series and the SoJo Marathon. Assist in coordination of race venues, events, pre and post-race preparations

Perform other duties as assigned.

#### MINIMUM QUALIFICATIONS

1. Educations and Experience:

A. Graduation from High School or G.E.D.;

AND

B. Two (2) years experience performing above or related duties.

2. Special Qualifications:

Supervisory experience preferred

3. Knowledge, Skills, and Abilities:

Work effectively with other employees, elected officials, local agencies, and the general public.

Knowledge of basic cash handling practices and procedures, telephone operations and procedures; basic public relations; telephone and interpersonal communication etiquette; general office maintenance and practices; operation of standard office equipment; some knowledge of basic mathematics; some knowledge of basic public relations. Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence.

Effective speaker before groups of customers and employees. Must be able to apply common sense and follow instructions furnished in written, oral or diagram form.

Ability to supervise and motivate employees.

Skill in the art of diplomacy and cooperative problem solving.

Ability to operate a personal computer and Microsoft products. Working knowledge of Sportsman recreation software.

Skill with common office desktop applications such as word processing, spreadsheets, databases, e-mail, graphics, etc.

Ability to work independently and deal effectively with stress caused by continuous public contact; operate standard office equipment; communicate effectively, verbally and in writing; perform basic mathematical calculations; operate standard office equipment; effective working relationships with supervisors, fellow employees, and the public.

4. Working Conditions:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing, and lifting (20-40 lbs.). Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability and critical thinking.

*The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.*

*Human Resources Use Only*

<b>Job Class:</b>	<b>Municipal Non-Exempt</b>	<b>EEO-4 Class:</b>	<b>Adm Support</b>
<b>Location:</b>	<b>Fitness Center</b>	<b>EEOP Class:</b>	<b>Serv/Maint</b>
<b>Group/BU:</b>	<b>General Pay Plan</b>	<b>Tech-Net Match:</b>	<b>775</b>