



Position Announcement Customer Service Representative

The Arapahoe Park and Recreation District is seeking a mature, professional and enthusiastic individual to serve as a Full Time Customer Service Representative at the Trails Recreation Center.

The Customer Service Representative is responsible for providing exceptional customer service to all patrons of the Trails Recreation Center; through all forms of contact (face to face, email or phone); ensuring effective day to day operations of the reception desk and assisting with the supervision, scheduling and training of part time front desk receptionists.

Candidates must have exceptional customer service skills and the ability to communicate effectively, both verbally and in writing; ability to effectively supervise and train staff; maintain a positive, friendly and professional attitude while engaged in stressful and/or conflict situations; establish and maintain professional working relationships with other District personnel and general public. Experience at a public recreation facility a plus.

Requires two years' experience in customer service field with 6 months of increasing responsibility in a Supervisory role; exceptional customer service skills, supervisory experience, excellent communication and organizational skills; cash handling and computer skills required. Experience at a public recreation facility a plus. Must be able to work a flexible schedule including days, evenings, weekends and holidays.

Hiring Range is \$30,500 - \$38,125 DOE, plus a complete benefits package including health, medical, dental, vision, life and a pension plan. Interested applicants submit their resumes to the Arapahoe Park and Recreation District, Attention Michelle McGhee, 16799 E. Lake Ave., Centennial, CO. 80016 or michellemcg@aprd.org; deadline Friday March 22nd; 5:00 PM MST; The Arapahoe Park and Recreation District is an Equal Opportunity Employer and ADA compliant.