



## CITY OF BELLEVUE PARKS & COMMUNITY SERVICES DEPARTMENT

**Title:** Customer Service Representative

**Department/Division:** Parks/Enterprise

**Employment Status:** Partially Benefited

**Hours:** 20 hours/week, Monday, Wednesday – Friday 12:30-5:30 p.m.

**Who May Apply:** General Public; minimum 18 years of age

**Closing Date:** Open until filled

**Salary:** \$17.76/hour

**Job Summary:** This position is responsible for assisting with the scheduling of the athletic fields, indoor rental facilities, and outdoor park rentals for the City. Hours worked per week are flexible, but defined by seasonal workload. Peak season is March through September scheduling park rentals and assisting with indoor rental facilities. The other months are considered off-season.

### **Primary Responsibilities:**

- Provides rental information to customers in person, by telephone, mail, and email;
- Answers rental inquiries and requests, and problem-solves customer issues;
- Interprets and communicates rental policies, procedures and park codes;
- Perform data processing to schedule customer use of the City's athletic fields, indoor rental facilities, and outdoor park facilities;
- Maintain CLASS scheduling database system;
- Collect rental fees for the City's athletic fields, indoor rentals, and outdoor park facilities;
- Retrieve rental data to generate statistical reports as needed;
- Assign rental monitors to facility rentals as needed;
- Communicate with Resource Management and coordinate facility maintenance needs;
- Maintain inventory of rental equipment;
- Maintain applicable rental forms and information;
- Assist with the facility scheduling process;
- Assist with maintaining applicable web pages;
- Actively participate in the Department-wide Rental Facility Team and City-wide Special Event Committee meetings.

**Education:** High School diploma or GED equivalent

**Qualifications:**

- Must be at least 18 years of age;
- Two years of experience managing a database, spreadsheet and word-processing applications;
- Excellent interpersonal, written and oral communication skills;
- Excellent customer service and conflict resolution skills;
- Must pass WSP Background check.

**Physical Requirements:**

- Ability to perform duties involving physical labor; such as bending, kneeling, standing, reaching, climbing, stooping, squatting, pushing, and twisting;
- Able to lift up to 50 pounds;
- Maintain 20/40 vision. Use of corrective lenses is acceptable;
- Ability to assist during emergency situations.

**Definition of a Partially Benefited 1040 Part Time Employee:**

There is no specific end date for employees in this status. Therefore, working in this status can be on going for as long as required by business necessity. However, employees in this status cannot work more than 1,040 hours per calendar year, from January 1 to December 31.

- Periods of full time can be assigned to work more than 20 hours per week up to full time on a temporary basis without transforming the assignment to a benefited position, as long 1,040 hours within a 12-month period of time are not exceeded.
- If the employee exceeds working 1,040 hours within a 12-month period of time in any capacity described above, the employee must be off payroll until January 1 of the new year.
- At-will for the duration of the 1040 Part Time status.

**How To Apply**

Application may be obtained by [clicking on this link to the application form](#), or picked up at Bellevue City Hall, Service First Desk located at 450 – 110<sup>th</sup> Ave. NE, Bellevue, WA 98004.

- Send completed applications to:  
Bellevue Parks and Community Services Department  
Attn: Jon Wilson  
450 – 110<sup>th</sup> Ave. NE, Bellevue, WA 98004
- Phone: 425-452-4278
- Email - [jwilson@bellevuewa.gov](mailto:jwilson@bellevuewa.gov)