



The Ashland Parks and Recreation Commission (APRC) invites applications  
for the position(s) of:

## Customer Service Specialists

---

Classification: Temporary, Part Time (10-20 hours per week)  
Duration: May – August 2023  
Salary: \$17.02 per hour  
Opening Date: February 13, 2023  
Closing Date: April 30, 2023

### Summary:

This is a part-time temporary position providing customer service and staff support at the Daniel Meyer Memorial Pool aquatic facility. Customer Service Specialists report directly to the Pool Manager and APRC Recreation Manager.

### Typical Job Duties

- Greet customers and provide accurate information regarding Ashland Parks and Recreation program information.
- Accurately enter sales information and handle cash using best practices for cash handling and customer service
- Answer phone calls and keep accurate information regarding pool schedule information.
- Provide support for pool manager, lesson coordinator, and APRC management in the operations relating to customer service at the pool.

### Essential Job Functions

- Basic accounting and math skills
- Ability to multitask and operate computer & telephone simultaneously
- Understand and implement best practices for customer service transactions over the phone and in person
- Basic office skills in writing and handling messages for staff
- Organize, respond, and confirm completion of tasks requested by supervisory staff

### Required Qualifications

- Must be able to provide assistance to customers and staff to complete all duties associated with emergency action plan management including:
  - Operating a telephone
  - Operating a computer

- Operation and transportation of pool equipment including backboard, AED and first aid equipment
- Effectively communicate with large groups of people to comply with safety protocol
- Must be able to provide assistance to customers and staff to complete all duties associated with regular pool operation including moving guard stand, chair lift, and pool vacuum with appropriate assistance as needed
- Must be able to perform job-related duties in abnormal working environments associated with extreme temperatures, inclement weather, communicable diseases, poor air quality, and wildfire events in accordance with OSHA and Oregon Health Authority requirements.
- Must be 16 years of age
  - Candidates that are 15 years old may be granted a variance to work with APRC approval
- Must have availability that supports operation of the pool on weekdays and weekends including all holidays and evenings

## How to Apply

Applications are accepted online: <https://jobs.expresspros.com/job/14063164>

If accommodations are required for applicants to participate in the recruitment process please contact:

Lonny Flora  
 APRC Recreation Manager  
[lonny.flora@ashland.or.us](mailto:lonny.flora@ashland.or.us)  
 541-552-2250.

Ashland Parks and Recreation Commission follows Oregon Law regarding Veteran's Preference in Public Employment and is an equal opportunity employer. All employees and applicants for employment will receive equal employment opportunity, regardless of their race, color, religion, gender identity, national origin, age, and/or disability in all employment decisions.

## APRC Values

### **COMMUNITY**

We value the cultural, social and ecological diversity of our community. That's why APRC is committed to the health of our team, our public and our environment, every day. We are responsive to our community by public processes that build trust through transparency and equity. Our tool-kit includes kindness, fairness and a heaping serving of fun!

### **EDUCATION**

We believe that learning improves our quality of life. That's why APRC works collaboratively with partners to cultivate curiosity in our community. We provide accessible opportunities to all, stimulating life-long learning through internal trainings, youth education, recreational programs, publications and events that both inspire and connect.

## **PRIDE IN WORK**

We are inspired to do better and be better. That's why APRC is committed to excellence through teamwork, innovation and integrity. We hold ourselves professionally accountable to our customers, to our partners, to one another and to ourselves. We love our work, so every day we show up with creativity, compassion and a sense of humor.

## **STEWARDSHIP**

We are grateful to be entrusted with public lands. That's why APRC undertakes careful planning to protect both our natural resources and our fiscal sustainability. As stewards, we take a long view of our responsibility, and we work together with our community and volunteers striving to enhance the beauty, diversity and ecological integrity of our parks.