



City of Larkspur

COMMUNITY SERVICES ASSISTANT

DEFINITION

Under the direction of the Community Services Director, the Community Services Assistant provides customer service support for the City of Larkspur and may be assigned to the Recreation Division and/or the Larkspur Library, as needed.

DISTINGUISHING CHARACTERISTICS

The Community Services Assistant is an entry-level position in the Community Services Department which includes recreation and library services. Responsibilities include both patron/customer support and administrative support services.

SUPERVISION RECEIVED AND EXERCISED

The Community Services Assistant reports to the Community Services Director or designee and receives guidance from other staff members. There are no direct reports.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(Include but are not limited to the following:)*

When assigned to Recreation Division:

- Greet customers and provide customer service to recreation patrons at Recreation facilities, over the telephone, or via email or social media using electronic communication devices such as computers
- Process new patron applications and registrations for recreation services.
- Answer standard questions regarding recreation services and operational policies over the phone, computer and in person.
- Collect fees and record fees in recreation software system.
- Resolve customer issues and refer problems to appropriate staff member as needed.
- Process patron requests using automated software.
- Perform data entry, file and retrieve records and information; prepare reports as needed.
- Organize materials, supplies, records, files, etc. in Recreation office.
- Order and prepare materials, supplies, information packets, etc. as needed for recreation services.
- Receive materials and supplies; check items received against invoices; reconcile and resolve discrepancies.
- Create signage and materials for recreation programs and services, including publications, brochures, flyers, signs, etc.
- May open and close the Recreation office or facilities.
- May perform designated Disaster Service Worker duties in accordance with California State law during periods of emergency.
- May perform other job-related duties as directed.

When assigned to Library Division:

- Greet customers and provide customer service to library patrons at circulation desk.
- Check materials in and out using automated circulation software.
- Process new patron applications.
- Answer standard questions regarding library services and operational policies over the phone and in person.
- Collect fines and records in library system.
- Resolve customer issues and refers problems to appropriate staff member as needed.
- Process patron requests using automated circulation software.
- Repair damaged library materials.
- Read shelves to maintain order; assist with shelving as needed.
- Create signage for library and library events.
- Process new materials.
- May open and close the library.
- May perform designated Disaster Service Worker duties in accordance with California State law during periods of emergency.
- May perform other job-related duties as directed.

REQUIREMENTS**Knowledge of**

- Knowledge of customer service techniques and practices.
- Knowledge of standard office practices and procedures, including records management and the operations of standard office equipment.
- Knowledge of service needs and issues and general culture of Larkspur community.

Skill and Ability in

- Ability to provide customer service in different settings.
- Ability to learn and apply recreation and library policies and procedures, programs and services, and systems such as Dewey Decimal system.
- Ability to learn and remember standard MARINet policies and procedures used by library.
- Ability to use recreation and library equipment.
- Ability to establish and maintain cooperative working relationships.
- Ability to use standard telephone etiquette.
- Ability to understand and apply policies and procedures and adhere to program standards and objectives.
- Ability to adjust to changes in workload and assignments.
- Ability to understand and follow specific instructions and procedures.
- Ability to make accurate arithmetic calculations.
- Ability to communicate effectively, both orally and in writing.
- Skill in the use of personal computers and software applications, including accurate data entry and records maintenance, and the ability to learn and utilize new technology.

EDUCATION AND/OR EXPERIENCE

Sufficient experience and education related to customer service to demonstrate the knowledge and skills listed and to perform the essential duties is required. A typical way of obtaining the required qualifications is:

Possession of a High School Degree or equivalent, **AND** one year experience in customer service. Experience in a recreation or library setting which included the use of automated systems is preferred.

PHYSICAL WORKING CONDITIONS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position requires prolonged sitting, standing, walking, kneeling, squatting and stooping in the performance of daily activities. The employee will occasionally be required to climb or balance or crawl. While performing the duties of this job, the employee is regularly exposed to video display terminals. The position also requires repetitive hand movement and fine coordination in data entry and preparing reports using a computer keyboard. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Acute hearing is required when providing phone and personal service. The noise level in the work environment is occasionally loud. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move or push up to 40 pounds. The employee may be exposed to dust and infectious organisms.

OTHER:

FLSA Status: Non-exempt
Bargaining Unit: Larkspur Miscellaneous Employees Association
Approved by: City Manager Dan Schwarz
Date: