



## EMPLOYMENT OPPORTUNITY

### Customer Service Clerk

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**Position:** Customer Service Clerk  
Recreation & Community Services Department

**Salary Range:** \$16.00 to \$20.00 per hour DOQ  
Part-Time, Temporary Non-Benefited position

**Schedule:** Mondays through Fridays  
Approximately 8 - 12 hours per week

**Closing Date:** Until Filled

**The Position:** The Campbell Recreation and Community Services Department seeks Customer Service Clerks to assist with daily job duties associated with the main office of the Recreation and Community Services Department.

#### Responsibilities:

- Answers inquiries and provides information to interested parties.
- Processes registrations, receives payments and issues receipts.
- Maintains files and records and processes mail.
- Provide a high level of customer service while handling routine inquiries and requests such as assisting the public in selecting appropriate recreation activities and processing registration payments and customer refunds.
- Registers participants in City sponsored classes and events.
- Acts as receptionist by referring calls and inquiries to the proper person or department.
- Operates a variety of office equipment including personal computer.
- Maintain effective communication and working relationships with those contacted in the course of work.
- Maintain accurate and organized program files and records.
- Follow City and Department guidelines and policies.
- Perform other duties as assigned.

#### Qualifications:

- Graduation from high school or possession of a GED.
- Proficient with Microsoft Word, Excel, PowerPoint, and ability to learn registration software.
- Ability to complete assignments with limited direct supervision.
- Ability to follow oral and written instructions and communicate effectively.
- Ability to keep basic records and perform basic arithmetic calculations.
- One year of experience in recreation/leisure services, customer service, and/or community-based services highly desirable.
- Bi-lingual candidate highly desirable.

disability, which may require special assistance in any phase of the application or testing process, should advise City of Campbell upon submittal of application. Documentation of the need for accommodation must accompany the request.

AN EQUAL OPPORTUNITY EMPLOYER