



Position: **Customer Service Assistant/Part-time**
Department: Administration
Reports to: Office Supervisor/Director of Marketing
Status: Non Exempt

SUMMARY

Key responsibilities of the Customer Service Assistant include: Answer phone calls, sort and distribute incoming and process outgoing mail, assist with PNIC bulk mailings, assist with program and special event registration, operate cash register, field customer questions, and type documents as directed or assigned.

QUALIFICATIONS

- Strong customer service and telephone experience
- Knowledge and previous experience working with Microsoft Office – Word and Excel
- Cash handling experience
- Ability to type at least 30 words per minute
- Strong Organizational skills with a close attention to detail
- Ability to coordinate multiple tasks
- Prior retail sales or related experience preferred
- Team Player
- Strong oral and written communication skills
- Excellent interpersonal skills

SUPERVISED BY

Director of Marketing and Office Supervisor

AVAILABILITY

Weekends and some evenings. Expected to be available as needed during monthly staff meetings, facility operation, programs and special events.

JOB RESPONSIBILITIES

Telephone Operations

- Operate the telephone and voice mail system to relay incoming and interoffice calls
- Answer the phone by three rings using the PNIC greeting in a friendly voice
- Attend to the customer on the phone quickly and efficiently; does not leave the caller on “hold” for longer than 60 seconds

Data Entry

- Enter registration data into Registration software accurately and in a timely fashion
- Perform word processing or related duties as requested or assigned
- Input data into register quickly and accurately
- Ensure the correct change is given to customers
- Maintain a balanced drawer with no shortages/overages
- Type at least 30 words per minute accurately and efficiently

Administration

- Receive, sort, and distribute all incoming mail
- Receive all outgoing mail, add postage and sort for delivery

Customer Service

- Approach customers at the Information Window immediately
- Greet all internal or external customers courteously, determine their need and direct them to the proper person and/or location in a way that makes them feel welcome
- Ensure high quality customer service is given to all PNIC customers to maintain the World Class appearance
- Answer internal or external customer questions and complaints quickly and efficiently
- Act in a professional manner when dealing with PNIC customers and co-workers

Miscellaneous

- Schedule Birthday Parties
- Prepare and maintain accurate financial records associated with the operating and balancing of the cash registers, such as accounting for all admission tickets
- Assist with program and event registration
- Assist other departments as requested or assigned
- Communicate on a continuous basis with all departments
- Perform all other duties required or assigned
- Adhere to all PNIC safety policies and procedures