

JOB TITLE: Tennis Center Service Representative

DEPARTMENT: Rome Tennis Center at Berry College, City of Rome

JOB SUMMARY: The ideal candidate for this position will be outgoing, enthusiastic, and highly motivated to provide the highest level of customer service. Must present a friendly and welcoming countenance and be able to interact professionally with customers (adults and children) and, other staff members and personnel. Assist with the running of the Pro-shop and the administration of the tennis program as needed. Have a working knowledge of the tennis program, events and service and assist customers with their inquiries. Provide services such as taking phone messages, court reservations, taking payment for programs, merchandise sales and the booking of lessons. Permanent Part Time Position (under 30 hours weekly).

FLSA STATUS: Non-Exempt – employee is eligible to receive overtime pay or comp time for all hours physically worked in excess of 40 hours per workweek.

MAJOR DUTIES:

- Light maintenance and housekeeping
- Complete daily reports
- Maintain the neatness, cleanliness and organization of the Pro-shop.
- Will be responsible for opening and closing the shop
- Tennis enthusiasts or candidates with tennis playing experience strongly preferred
- Must have basic phone and computer skills

Essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as assigned.

SUPERVISORY CONTROLS: The supervisor assigns work in terms of general instructions. The employee performs recurring tasks according to established procedures. The supervisor provides assistance when questions arise. Work is reviewed for accuracy, nature and propriety of results.

GUIDELINES: Guidelines include relevant federal and state laws, departmental operating procedures and city policies. These guidelines are clear, but require some judgment in application.

COMPLEXITY: The position involves performance of related tasks. Complexity is present in constant interruptions and the necessity for maintaining a secure work area to ensure that collection information is held in confidence.

SCOPE AND EFFECT: The purpose of this assignment is to provide clerical support to the Tennis center Downtown.

PERSONAL CONTACTS: Contacts are typically with co-workers and the general public.

PURPOSE OF CONTACTS: Contacts are typically for providing or exchanging information, resolving problems, settling matters and providing services.

PHYSICAL DEMANDS: Work is typically sedentary with intermittent standing and walking and occasional lifting of light objects.

WORK ENVIRONMENT: Work is performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- Must possess a high school diploma or GED equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, and having a similar position for one to two years.
- Possess and maintain a valid driver's license.
- Must be able to prioritize and perform multiple tasks.
- Experience with Excel, Word and Publisher a plus.
- Availability to work weekends, holidays, and evening hours.
- Satisfactory results of a background and reference check is a condition of employment in this position.
- Must already possess or obtain National Incident Management Systems (NIMS) 100 and 700 within three (3) months of employment.