



City of Gulfport, Mississippi  
Job Description

## Seasonal Customer Service Attendant – Harbor Lights

Department: 411 – Leisure Services

EEO Class: Service Workers

Date Revised: 7/10/2020

FLSA Status: Non-Exempt

Date Approved:

### **Position Overview**

Customer Service Attendants are responsible for greeting guests, answering inquiries, and ensuring a high level of customer service to event guests. This position requires a professional, personable, and enthusiastic attitude with an eye for detail. Attendants may be asked to wear costume-like attire during the event and will be working in an outdoor environment with all types of weather. This position is seasonal which requires working flexible hours: weekdays, weekends, and holidays.

### **Essential Job Functions**

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

- Maintain a positive, enthusiastic, and professional attitude towards guest and team members at all times
- Provide outstanding customer service to event attendees and team members
- Consistently treats all guests and team members with respect and contribute to a positive work environment
- Respond promptly to customer inquiries while actively listening to needs
- Acknowledge and resolve customer complaints
- Communicate and coordinate with team members to ensure guest satisfaction
- Maintain high show standards in guest engagement, visual standards, and general housekeeping

### **Knowledge, Skills and Abilities**

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Knowledge of City and Department rules, policies, and regulations
- Capable of working and contributing to a positive team environment
- Proficient in customer service
- Ability to multi-task, provide attention to detail, and manage time effectively
- Ability to communicate clearly and in a timely manner

- Strong skills in active listening and resolving customer complaints professionally
- Basic knowledge of standard office equipment and computer programs
- Must be able to work flexible schedule that includes evenings, nights, holidays, and weekends

### **Education and Experience**

The completion of High School degree or an equivalent, such as the General Education Development (GED). If not met, at least two years of customer service experience.

### **Required Licenses or Certificates**

Must possess a valid Mississippi driver's license.

### **Physical Demands and Working Conditions**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical requirements include occasional lifting/carrying of 75 + pounds; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to sitting, standing, reaching, walking, twisting and kneeling to perform the essential functions. Working conditions are both indoors and outdoors.