

Customer Service Manager

Daviess-Martin County Joint Parks & Recreation Department operates West Boggs Park and is a unique entity as it serves two separate Indiana counties. The self-sufficient department boasts a large customer base from not only these two counties, but also from a wide region of Indiana. Through the dedicated members of our team and the professionalism exhibited, our department continues to provide positive impacts on the lives of everyone encompassing our facility.

Position Summary: Daviess-Martin Counties Joint Parks & Recreation Department is seeking an individual with strong leadership, innovative thinking, time management, and customer service skills to join their department. This individual will collaborate with department leadership to ensure adequate customer service representation is exhibited in all facets of the department. Our department continues to improve our recreational value to our community and the customer service manager will be an essential element to the continuation of this increased value.

Job Duties:

- Collaborate with leadership team to develop customer service and staffing strategies.
- Know and understand the computer software used for camping and Point of Sale.
- Hiring, scheduling, training, and managing staff to ensure quality customer service experience.
- Mold training concepts and maintain efforts to meet the needs of a diverse staff.
- Thorough communication with programming, maintenance, and office staff.
- Be available to assist with various internal departments.
- Procure necessary inventory for implementation of quality management and service levels.
- Coordinate detailed financial and personnel record keeping.
- Be willing to remedy technical issues with equipment.
- Assist in maintaining landowner Special Use Permit Accounts; prepare correspondence, and process applications.
- Administer long term camping programs while maintaining customer contact lists, renewals, and monthly utility surcharge billing.
- Compiling and appropriately filing customer information.
- Marketing programs, special events, promotional offers, and community outreach programs.
- Assist with developing a positive environment to assist with both customer and staff retention.

Qualifications and Requirements:

A Bachelor's or Associates Degree is recommended but not required. Experience in Customer Service and Employee management is required. Professional references are mandatory.

Must be willing to become CPR Certified;

Must have moderate to advanced computer skills.

Salary:

\$32-\$36,000 depending on experience. Benefits are available through Daviess County.

Please submit cover letter, resume, and reference letter to: jameson@westboggs.com

For inquiries and additional information contact us at jameson@westboggs.com or call 812-295-3537.