



JOB ANNOUNCEMENT

City of Treasure Island, Florida

COMMUNITY RELATIONS LIAISON

DEPARTMENT:	Parks & Recreation	JOB TYPE:	Full Time, Non-Exempt
SALARY:	\$15.88 - \$23.89 /hour	PAY GRADE:	9
VACANCY:	December 6, 2021	CLOSING DATE:	Open Until Filled

GENERAL DESCRIPTION

Will accomplish excellent customer success in working with the general public, community organizations and other City departments in providing City services, addressing questions/concerns and assimilating information. Serves as initial point of contact for citizens/customers on behalf of the City.

Work is performed under the administrative direction of the Assistant Parks and Recreation Director.

ESSENTIAL JOB FUNCTIONS

- Provides welcoming and excellent customer service to the public and other employees upon arrival at City Hall in person, via phone and e-mail
- Seeks out information to keep him/herself up-to-date and current with city services, programs, and events
- Explains departmental and/or City policies and procedures and applicable rules and regulations to the public via personal contact, telephone conversation, or written correspondence when needed
- Explain rates and fees as outlined in the City's Fee Schedule
- Receive payments and tender receipts and provide cashiering duties
- Coordinate and facilitate requests for facility rentals, beach weddings, camp registration, event vendor registration, marina rentals and any other items as determined.
- Coordinate parking for facility and marina rentals and for all other community events or activities as assigned.
- Scan completed beach wedding and rental applications in to Laserfiche
- Provides Notary duties
- Is an active participant and works closely with Public Information Officer supporting the City's media platforms (via City website and social media outlets)
- Performs related work as required

These 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 required.

MINIMUM QUALIFICATIONS

- Must be eighteen years of age or older.
- Associate degree or at least two (2) years of college coursework.
- Customer service experience.
- Experience working in a professional office environment is preferred.
- An equivalent combination of education, training, and experience.

KNOWLEDGE, SKILLS, AND ABILITIES

- Two years' experience multi-tasking and providing excellent customer service within a busy professional environment.
- Consistently maintain an energetic and friendly demeanor in a busy environment.
- Ability to be comfortable in an ever-changing work load throughout the day.
- Ability to be a great communicator and maintain effective working relationships.
- Ability to be a problem solver and to be resourceful.
- Ability to administratively keep files organized, streamline processes with an emphasis on accuracy.
- Ability to exercise sound judgement regarding City policies, procedures, rules, and regulations to customer situations.
- Computer skills and knowledge of Microsoft Office in particular, Word and Excel and social media platforms.
- Ability to make mathematical computations with speed and accuracy.
- Ability to operate computer and be able to learn various software programs.

LICENSES, CERTIFICATIONS OR REGISTRATIONS

- Valid Florida Driver License.

ESSENTIAL PHYSICAL SKILLS

- Acceptable eyesight (with or without corrections)
- Acceptable hearing (with or without aid)
- Ability to communicate both orally and in writing.
- Ability to access input and retrieve information from a computer.
- Ability to walk and/or stand for extended periods of time.

ENVIRONMENTAL CONDITIONS

Work is primarily performed indoors in an active office environment.

Reasonable accommodation will be made for otherwise qualified individuals with a disability.