



ORGANIZATION: City of Lincoln City
JOB TITLE: Customer Engagement Lead
FLSA STATUS: Non-Exempt, Grade 6
UNION: AFSCME
UPDATED: November 2024

PURPOSE OF POSITION: Support the operations of the City's Parks and Recreation Department through a variety of administrative, customer service and community engagement duties.

ESSENTIAL JOB FUNCTIONS:

Create the schedule, train and communicate to front desk personnel at the LC Community Center; respond to inquiries and provide information to the public including but not limited to current and future activities, programs, processes, registration and events in the Department. Assist the front desk in understanding project assignments and provide support as needed.

Perform a variety of administrative duties to support Department activities including working at the front desk as needs dictate. Support volunteers and parks services by tracking volunteer hours, background checks and managing sponsorship/donation programs. Assist the public, track and implement scholarship program and facility rentals. Assist in maintain correct information on website; update website as needed under the direction of the Recreation Supervisor or Director.

Represent LCP&R and prepare materials for community events & resource fairs to promote offerings, resources and programs. Create signage, marketing materials, communications, emails, social media posts and other outreach with supervision of the Recreation Supervisor. Keep department communications and other promotional materials up to date and in good supply for the public. Collaborate with staff and management to make sure the correct information is disseminated to the public. Schedule social media posts, support events and engage the community via front desk communications. Use Microsoft Word and Excel and other software platforms to perform job duties.

Maintain professional, respectful, productive and cooperative working relationships with City staff other organizations and the general public. Follow all safety rules and procedures for work areas. Correct and/or report unsafe conditions to appropriate personnel. Other related duties as assigned.

AUXILIARY JOB FUNCTIONS: Provide assistance to the Recreation Supervisor as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Assist front desk and EAP staff in team response in the event of unexpected emergency. Maintain work areas in a clean and orderly manner.

JOB QUALIFICATION REQUIREMENTS:

MANDATORY REQUIREMENTS: Equivalent to high school education and one-year experience in a customer-facing work environment, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties. Knowledge of office practices and procedures, word processing software, basic accounting, and record keeping methods. Demonstrated excellent communication, customer service, organization, attention to detail and multi-tasking skills.

SPECIAL REQUIREMENTS/LICENSES: None.

DESIRABLE REQUIREMENTS: Knowledge of specific word processing software utilized within the department, such as ActiveNet. General knowledge of online tools such as Canva, social media scheduling platforms and other programs such as Survey Monkey. Experience with updating WordPress, Wix or other websites a plus. Bilingual (English/Spanish) preferred but not required.

PHYSICAL DEMANDS OF POSITION: While performing the duties of this position, the employee is frequently required to sit, stand, communicate, reach and manipulate objects, tools or controls. The position requires mobility. Duties involve moving materials weighing up to 15 pounds on a regular basis and may infrequently require moving materials weighing up to 40 pounds equipment such as computer keyboard, calculator, telephone and standard office equipment. May be required to work evenings and weekends.

WORKING CONDITIONS: Office conditions are consistent with a high traffic area with noise level higher than typical office environment with frequent interruptions and background noises.

SUPERVISORY RESPONSIBILITIES: Supervision is not a typical function assigned to this position. May provide training and orientation to newly assigned personnel on department policies and practices.

SUPERVISION RECEIVED: Works under the general supervision of the Recreation Supervisor.