

Civilian Marksmanship Program
Position Description

Position Title: Customer Service Associate Talladega Marksmanship Park

Department: Customer Relations / Sales Department

FLSA Status: Non-Exempt

Date Prepared: 5 March, 2020

Position Summary: Greet Guests, Shepherd the Guest through the process of utilizing the Range Amenities and Services, Provide excellent customer service, Process sales orders for multiple categories of items and services. Maintain necessary controls and procedures to insure accountability and safety of the work environment.

Position Dimensions: (Other duties may be assigned)

- Provide excellent Customer Service.
- Guide Guests through the process to utilize the Range Amenities and Services.
- Process Sales and verifies that customer meets all CMP eligibility criteria.
- Provide Notary service for completion of necessary documentation.
- Submits customer information to FBI NICS system for rifle sales.
- Inputs sales orders into CMP sales order processing system.
- Charges customer credit cards as required.
- Contacts customers to resolve problems.
- Responds to customer inquiries.
- Maintains paper files of customer orders.
- Works as store attendant when scheduled.
- Attain a working knowledge of products and services.
- Work times are concurrent with business hours of the Marksmanship Park.

Relationships:

Reports to Assistant Park Manager. Work is performed under the technical supervision of supervisor who issues general work assignments, schedules work shifts, controls flow of day-to-day work, and explains major changes in procedures. Employee uses initiative in carrying out recurring assignments independently without specific instruction, but refers unfamiliar situations not covered by instructions to supervisor. Work is spot-checked to determine if finished work is accurate and in compliance with established procedures.

Level & Purpose of Contacts: Contact with customers is continuous and persistent. Contact with customers is consistent with a customer service environment that centers on recreational activity. Contact with other CMP personnel is also continuous and persistent in order to provide an environment that is conducive to an excellent customer experience.

Supervisory Responsibility: None, but the employee may be required to take on a senior role from time to time in order to assist in the training of inexperienced personnel, co-ordinate tasks that must be shared and to provide the delivery of exceptional customer service.

Guidelines Available to Employee: Specific, detailed guidelines covering all important aspects of the work are provided. They include oral and written instructions and documented procedures. Employee may use some judgment in making slight deviations from established guidelines.

Physical Demands & Work Environment: Work is not primarily sedentary. Employee may sit comfortably to do some tasks. There will be some walking, bending, carrying of light items such as papers, files and products up to 20lbs. No special physical demands are required to perform the work. Work is usually performed in a retail customer service environment but does occasionally involve work in other areas to conduct inventories or retrieve items from closets, shelves or cabinets.

Complexity Level: Medium. Work includes a variety of detailed tasks that are not always clear-cut, but directly related, and concerned with providing excellent customer service and the procedural processing of sales orders.

Scope & Effect: Medium. The work involves direct contact with retail recreational customers, the performance of specific, routine operations that includes separate tasks and procedures. The work directly affects the quality and speed of customer service and the experience perceived by the guest. It also affects timeliness and accuracy of further processes in meeting customer requirements and the degree of customer satisfaction.

Qualifications:

Education / Experience: High School diploma or equivalent or two years employment performing customer service/clerical duties.

Skills / Training: Work at this level requires knowledge of commonly applied rules or procedures typically requiring limited training and experience. Training in use of personal computer or terminal operation is used for basic entry and retrieval information.

Reasoning Ability: Ability to understand customer expectations and provide excellent customer service. Ability to understand customer inquiries and provide correct answers. Ability to notice trends and report them to supervisor. Ability to understand the effect of minor deviations from established procedures.