

Foundation For Youth

Part time Customer Service

Reports to Customer Service Manager. This position has daily contact with the public and program staff. Customer Service hours are currently 9:00 am to 5:00 pm Monday - Friday. This is a part time position. Hours to be determined. 15 to 20 hours per week, but negotiable.

Summary of Functional Responsibilities:

Provide customer service for all customers and for all programs with Foundation for Youth (Boys & Girls Club, Athletics, Big Brothers/Big Sisters, Aquatics, etc.) and the Columbus Gymnastics Center.

Specific Duties of the Position:

- Answer incoming calls for FFY and CGC
- Answer general questions related to each program or events
- Assist customers with all needs
- Process registrations for FFY and CGC participants on a daily basis
- Prepare passes for all program participants
- Be a positive role model and project a professional image
- Follow safety guidelines for FFY and CGC as provided in training
- Interact closely with Customer Service staff, FFY and CGC staff
- Keep Customer Service area clean and secure area including all monies
- Prepare daily deposits for each agency and coordinate problems
- Run reports for FFY and CGC when requested
- Assist with weekly billing, rental tracking and payments and grant and scholarship reports and tracking
- Other duties as assigned
- Follow up on past due accounts by calling, email and physical mail
- Assist customers with online account

Skills/Qualifications:

- Experience in customer service/relations
- Administrative capabilities with proficiency in Microsoft (excel, word) and Google Workspace
- Ability to follow instructions
- Good attention to detail and organizational skills
- Ability to work in an overall team environment
- Problem Solving Skills
- Demonstrated writing, communication and interpersonal skills
- Flexible hours and dependable
- Able to multi-task
- Previous experience in money-handling (i.e. deposits, etc.)
- Bi-lingual is a plus

Relationships Responsibility:

Relationships inside and outside the organization require tact and discretion to maintain effective working relationships

Pay Range:

\$10.00 - \$13.00

Free childcare is available for eligible age children and employee discount is available on FFY Athletics.