

CUSTOMER SERVICE REPRESENTATIVE

Part Time Position – 20 to 25 Hours per week - Nights and Weekends

Immediate Supervisor: Starla Seabaugh, Customer Service Director

Resumes accepted by email only to sseabaugh@psaplano.org

About PSA

PSA is a non-profit organization established in 1970. The mission of PSA is to provide safe, quality, year-round recreational and competitive programs for the youth of Collin County and surrounding areas. PSA has over 1000,000 registrants throughout the DFW Metroplex.

Job Summary

PSA is seeking an experienced, independent, and enthusiastic Customer Service Representative to assist PSA customers with all aspects of PSA youth sports offerings including but not limited to registration, scheduling, and rentals. Heavy phone and walk up Customer contact.

Candidate must project a strong professional presence in appearance and actions and be able to assist all customers with an accommodating demeanor. This is a high activity position focused on youth sports.

Duties and Responsibilities

- Answer phones and respond to customer's requests.
- Assist and respond to customer's questions and concerns with care and professionalism.
- Build rapport with customers by greeting them with a courteous, friendly, and professional manner.
- Assist customers with registrations, program information, and general questions.

Knowledge/Skills/Abilities

- College degree preferred
- Customer Service experience preferred
- Knowledge of PSA youth sports a plus (i.e. basketball, soccer, volleyball, football etc.)
- Ability to quickly master PSA's Recreational Management Software system.
- Ability to multi-task and work well under pressure. Ability to interact effectively with customers, vendors, and youth organizations.
- Excellent Customer Service skills.
- Solution-oriented Conflict Resolution. Excellent communications skills.
- Excellent Computer Skills
- Knowledge of Microsoft Office Products
 - Microsoft Outlook
 - Microsoft Word
 - Microsoft Excel

Working Locations

Employee will be required to work at all PSA facilities

- PSA 1 – 6500 Preston Meadow Drive, Plano, 75024
- PSA Murphy – 330 N Murphy Road, Murphy, 75094
- PSA McKinney – 7205 Eldorado Parkway, McKinney, 75070

Working Hours

Candidate must be able to work flexible hours weeknights and weekends. Hours will vary from week to week.

Typical shifts include but not limited to:

Monday through Friday

- 12noon to 8pm
- 3pm to 8pm

Saturdays

- 7:30am to 3:30pm
- 3:00pm to 8pm

Sundays

- 12:00noon to 8pm

Pay Rate

\$13 per hour