



2025 JOB POSTING
Full-time Interim Connect Associate

West Bloomfield Parks is hiring a full-time interim Connect Associate (a combination of our customer service representative and bus driver) to fill an interim role for the next two years. This position will split time between both departments determined by business and department needs.

JOB SUMMARY: This position works in close collaboration with the other Customer Service Representatives (CSRs) and Bus Drivers. This position will be responsible for CSR duties such as answering phones, assisting customers, and registering residents into programs using our recreation software. This position will also be responsible for operating a bus for our senior and handicapped residents and handling voicemails and customer reschedules when the Transportation Coordinator II is out of the office. Work is performed with some degree of latitude of independent judgment and action, under the direction of the Manager and delegated supervisor.

HOURS: This position will require flexibility as hours will range from 32 to 40 per week. Typical work hours will be 8am-4:30pm, Monday through Friday as needed. Some evening and weekend work may be required. The hours and schedule will be determined by business and department needs. The managers of those two departments will be responsible for working together and dealing with emergencies as they arise.

QUALIFICATIONS: Must be 18 years or older; Applicants must hold a High School Diploma or equivalent; Minimum of one year working in the recreation related field. Candidate must hold a valid State of Michigan Driver's License; Chauffer License required within two weeks of hire date.

HOURLY RATE: \$18.97 - 19.81 per hour depending on qualifications

START DATE: April 14, 2025

TO APPLY: To be considered for this position, please submit a completed application and resume. Position open until filled.

HR Department
West Bloomfield Parks and Recreation Commission
4640 Walnut Lake Road
West Bloomfield, MI 48323
hr@wbparks.org

Applications are available for download here: wbparks.org/employment.

Job Description

Job Title: Interim Connect Associate

Department: Recreation

FLSA Status: Non-Exempt

Pay Grade: Grade 3

Position Description Summary: The Interim Connect Associate position will be responsible for working in the customer service and transit department. This position works in close collaboration with Customer Service Representatives (CSRs), bus drivers, and the Transportation Coordinator II. Work is performed with some degree of latitude of independent judgment and action, under the direction of the Recreation Operations Coordinator in conjunction with the Transportation Coordinator II. Duties will include office and off-site work.

Please note that with the ever-changing environment and organizational needs of West Bloomfield Parks, this position is a two year interim position with a projected end date of 11/1/2027.

Working Hours:

This position will require flexibility as hours will range from 32 to 40 per week. Typical work hours will be 8am-4:30pm, Monday through Friday as needed. Some evening and weekend work may be required. **The work for this position will be split between a CSR and Bus Driver role. The hours and schedule will be determined by business and department needs. The managers of those two departments will be responsible for working together and dealing with emergencies as they arise.**

Essential Function(s) of the Position:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the level and/or class of this position.

TRANSIT:

- Operates a bus to transport senior and handicapped residents to/from various recreation programs and trips as well as medical appointments and errands.
 - Cover for call ins and vacations in the transit department
 - Assist in the event the contracted bus fails to show up for transportation
- Assists riders on/off the bus, transport packages, collect fares, etc.
- When the Transportation Coordinator II is unavailable, this position will handle voicemails and calls from customers to get them rescheduled.
- Maintains accurate vehicle records including odometer reading and fuel consumption.
- Assumes responsibility for routine maintenance of assigned vehicle.

CUSTOMER SERVICE:

- Responsible for answering phone calls and assisting individuals over the phone and in person.
- Provide courteous and accurate information to all levels of program participants, staff, program instructors, and the general public.
- Process program registrations and facility rental applications.
- Research and provide information to interested parties.
- Responsible for reading facility rental schedules and reports, setting up room rentals, including setting up, and moving and storing tables and chairs.
- Responsible for printing and issuing class attendance rosters.
- Open and close facilities as needed.

GENERAL:

- Adhere to Commission guidelines, policies and procedures.
- Assist with special events.
- Other duties as assigned.

Education/Experience/Licenses/Certificates:

- High School diploma or equivalent preferred.
- Minimum of one (1) year of related recreation experience.
- Experience working in the public sector, with senior citizens and/or program/event planning.
- Experience working with a diverse population is preferred.
- Experience working in an office setting with the ability to deliver highly effective customer service (in person or by phone).
- Experience in Microsoft Word, Excel, and Publisher.
- Basic knowledge of Recreation Software is preferred.
- First Aid and CPR Certification within six months of hire.
- Valid State of Michigan Driver's License; Chauffeur License required within two weeks of hire date.

Knowledge, Skills and Abilities:

- Ability to organize work and be able to work independently, as well as collaborate with a team.
- Ability to establish and maintain effective working relationships with site supervisors, co-workers, and the general public.
- Ability to respond to supervisor requests in a timely and professional manner, specifically with email/phone/text communication.
- Ability to adhere to given deadlines with good leadership skills.
- Ability to handle customer requests and furnish information to the general public.
- Must be productive, courteous, flexible, resourceful, and creative with effective work skills.
- Must be able to prioritize and follow deadlines.
- Must be able to type quickly and accurately.
- Must have strong communication skills with the ability to express ideas clearly and concisely.

- Must have good organizational skills with an emphasis on attention to detail.
- Must be able to resolve problems and exchange information with peers.
- Must have the skills to handle problem situations in a tactful, courteous and respectful manner and be professional in appearance.

Equipment, Machinery, Tools and Vehicles Used:

Computers, copiers, general office equipment, AV equipment, membership scanner (attached to software), recreation minivan, buses, ping pong tables, and other items deemed necessary.

Physical Demands:

This position is primarily indoors with some outdoor elements. Must be able to sit or stand for long periods of time at a computer work station, typing and making phone calls. Must be able to sit for long periods of time while driving. While performing the duties of this job, the employee is regularly required to stand, walk, talk, hear, bend, reach, stoop, kneel, crouch, and lift up to or over 50 pounds.

This is a safety sensitive position and drug screenings may be required.

Working Conditions:

Must be able to work in a fast-paced environment and able to meet various deadlines. May be exposed to extreme heat/cold when occasional field time is required. Programs may not be assigned to the main work site and off-site coordination is expected.

Benefits:

This position is eligible for all benefits, including but not limited to medical, dental, vision, life insurance, long term disability, short term disability, flexible spending account, MERS, 401a, and 457 contributions.

Reporting Relationships:

A person in this position will report to the Recreation Operations Coordinator in conjunction with the Transportation Coordinator II.

The Recreation Operations Coordinator will take lead in initiating vacation approvals, timesheet approvals/submittals as well as annual merit reviews.

I have reviewed and understand the above job description and believe it to be accurate and complete and that I can successfully fulfill each duty or task. I also agree that Management has the right to change this job description at any time.

Employee Signature

Date

Recreation Operations Coordinator Signature

Date

Transportation Coordinator II Signature

Date

HR Manager Signature

Date

Executive Director Signature

Date

This position description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all duties that may be performed by an employee so classified. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. This document is not intended to be a contract between the employee and employer.