



## **Customer Service Representative**

**Email** [ssenter@psaplano.org](mailto:ssenter@psaplano.org)

Part-Time

PSA is a non-profit organization established in 1970. The mission of PSA is to provide safe, quality, year-round recreational and competitive sports programs for the youth of Collin County and surrounding areas. PSA has over 100,000 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.

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.

Knowledge of PSA youth sports a plus (i.e.: basketball, soccer, volleyball, football etc....).

Working knowledge of the Microsoft Suite of products.

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 communication skills.

### **Hours:**

Candidate must be able to work flexible hours weeknights and weekends. Hours will vary from week to week; possible weekday and weeknight hours are 12pm-8pm, Saturday hours could be anytime between 7:30am-8pm and Sundays 12:30pm-8pm. Pay rate: \$13/hour

### **Working Location:**

Person may be required to work at PSA McKinney (7205 Eldorado Pkwy., McKinney TX 75070); PSA Murphy (330 North Murphy Road, Murphy TX 75094); or PSA1 (6500 Preston Meadow Drive, Plano TX 75024).

**Only accepting resumes via email.** Resumes will be reviewed and top eligible candidates will be contacted. Resume must include a short summary of applicants' relationship with PSA and/or experience with youth sports (i.e. coach/team mom/parent, etc....).

Job Type: Part-time

Salary: \$13.00 /hour

Required experience:

- Customer Service Skills: 2 years