



MHOSC, LLC
16500 Condit Road
Morgan Hill CA 95038

P.O. Box 2254
Morgan Hill CA 95037

www.MHOSC.org

Now Hiring for Customer Service Representative

The Morgan Hill Outdoor Sports Center is an outdoor sports facility with a wide range of users. MHOSC is a non-profit organization managing the city-owned 12 field facility for both youth and adult sports and events. Users include weekly and weekend rentals by youth/adult sports organizations and large tournaments and other events on weekends.

We are hiring for a part time, weekday Customer Service Representative who will be responsible for answering questions, booking reservations, verifying accuracy, and preparing invoices according to business systems. Inquiries come in via email, phone and marketing and from the Director. In addition, Representative will interface with weekly renters onsite during their rental time to ensure a great experience. Renters range from youth soccer players to field hockey to adult sports and all ranges of activities in between.

This is primarily a late afternoon, early evening position to align with users' rental time. This will include greeting new users, unlocking and locking facilities and may also include moving items such as corner flags etc. for customer use. Most working time will be spent in the onsite office.

Requirements

- excellent customer service skills over email, via phone and in person
- Excellent computer skills including familiarity with standard business systems such as Word, Excel and their Google equivalents.
- Customer service experience either in person or online or over the phone
- Ability to track and manage multiple accounts in a multitasking environment.
- Excellent organization and an understanding of business processes
- Ability to work unsupervised according to standards developed
- Ability to lift 30 pounds

Hours may vary depending on season, typically averaging 15-20 hours per week. Additional hours outside scheduled weekday evenings may be available at MHOSC and employee's option.

Interested Candidates should send resume to Sandra Todd, Acting Director, at Director@mhosc.org

MHOSC is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.