



LARAMIE COUNTY

JOB DESCRIPTION

TITLE: Customer Service Rep/Range Safety Officer

FLSA: Non-Exempt

DEPARTMENT: Shooting Sports Complex Manager

REVISED:

Summary: Under direct supervision, provides customer support for the Shooting Sports Complex while supervising safe shooting activities and range operations.

Essential Job Functions: *(Essential function, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)*

- Assists customers with utilizing the services of the Shooting Sports Complex Center.
- Professionally administers all incoming calls and assists callers with scheduling range times and answering range related questions.
- Greets customers in a professional, friendly, hospitable manner.
- Completes a variety of clerical tasks including filing.
- Provides instruction to customers in the proper and safe use of the facility equipment.
- Monitors range to ensure smooth flow of customers through equipment use.
- Performs routine daily maintenance tasks such as cleaning equipment, building facilities and grounds; and makes minor repairs on facility equipment.
- Completes required documentation and reports and maintains all necessary records.
- Accurately collects payments for goods and services, makes change, and hands out receipts.
- Performs other duties as assigned or required.
- Maintains safety on the Range.
- Enforces Range Rules & SOPs.
- Gives basic safety & gun handling instruction.
- Performs range safety briefings.

Knowledge and Skills:

- Knowledge of safe range operations.
- Knowledge in cash handling.
- Skill in customer service
- Skill in processing payments for services.
- Skill in proper and safe firearms handling.
- Skill in the ability to promote and create a positive and fun learning environment for recreational shooting.

- Knowledge of most types of firearms and how they function.
- Knowledge of malfunction clearing and different types of stoppages.



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Minimum Qualifications:

High School Diploma or equivalent; AND one year experience with cash handling or general clerical duties. Must have demonstrated firearms handling experience and a valid driver's license with an acceptable driving record.