



# CITY OF IRVINE IS HIRING!

## Reservation Specialist II

Reservations, Program Services, and  
Special Event Permits

**\$22.09 - \$29.04 per hour**

**Part-time: Up to 19 hours per week**

*The City of Irvine seeks a candidate with strong customer service skills to perform a variety of administrative tasks while providing assistance to the public with their program services and reservation needs. This recruitment is for a Part-time Reservation Specialist II - up to 19 hours per week with daytime availability required.*

**Hours:** Shifts will be scheduled within these core hours: Monday-Friday 7:30 a.m. - 5:30 p.m. Occasional weeknight and weekend shifts may be required to support citywide reservations and events.

### Your Impact:

- Work cooperatively with the public, community groups, businesses, vendors, and City staff by providing information and implementing policies and procedures regarding program registration and facility reservations.
- Greet the public in person, provide assistance and direction as needed.
- Screen and route telephone calls. Receive and relay messages.
- Process registration and reservation payments, withdrawals, refunds, changes, and cancellations.
- Process participation forms and update customer accounts.
- Troubleshoot customer inquiries and resolve requests with professionalism and deliver excellent customer service
- Perform opening and closing duties for the front counter.
- May open, date-stamp, sort and distribute mail. May process outgoing mail.
- Maintain various lists and inventories. May order supplies and forms as needed.
- Perform a variety of general clerical tasks, such as data entry, typing, copying, and filing.

### Best Fit:

- Excellent customer service and communication skills, and working knowledge of policies and procedures involved in program registration and facility operations.
- Proficiency in Microsoft Office applications, graphics software, and CivicRec registration software

### Minimum Qualifications:

- High school diploma or equivalent and three years of experience working with the public in an office setting, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.



For more information, and to apply by **August 22**  
**at 5PM**, scan the QR code with your  
smartphone, or visit:

***cityofirvine.org/jobs***

