

EXTERNAL JOB POSTING

CUSTOMER SERVICE REPRESENTATIVE, PART-TIME

POSTING No: 2018-35

POSTING DATE: November 14, 2018

POSTING EXPIRY DATE: until filled

Strathcona Regional District is seeking a part-time Customer Service Representative for Strathcona Gardens Recreation Complex. Reporting to the Manager of Aquatics and Administration the Customer Service Representative provides reception and cashier services. Excellent customer service, cash handling and problem-solving skills are essential in this position, along with the flexibility to work varied shifts including days, evenings and weekends. Hours are determined by program registrations and special events.

The successful candidate will be required to complete a criminal record check and become a member of the United Steel Workers, Local 1-1937. The current rate of pay for this position is \$21.40 per hour.

REQUIRED QUALIFICATIONS & EXPERIENCE

- High school diploma or equivalent
- Courses including bookkeeping, office procedures and computer applications
- MS Office including Word, Excel & Outlook
- One year experience with cash handling, working with the public, electronic point of sale systems, keyboarding and switchboard operation
- Standard First Aid for Industry (OFA Level 1 Equivalent)
- CPR Level C with AED
- WHMIS certification

PREFERRED QUALIFICATIONS AND EXPERIENCE

- Recreation Software/Facility Booking training

HOW TO APPLY:

Please forward your cover letter, resume and copies of your certificates to corporate@srd.ca quoting "Posting 2018-35 Customer Service Representative, PT" in the subject line of your application.



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www.strathconard.ca



JOB DESCRIPTION

POSITION:

Customer Service Representative (CSR)

JOB SUMMARY

The CSR reports to the Manager of Aquatics and Administration at Strathcona Gardens and provides reception and cashier services for the recreation complex.

JOB DUTIES

Reception

- Acts as switchboard operator for the complex, directing incoming calls
- Responds to inquiries from the public and staff, both in person and by computer
- Takes program and lesson registrations by phone, in person or by computer
- Acts as POS cashier, receiving payments for all complex activities
- Operates computerized cash register, debit and credit card machines as required
- Assists with Ice and Pool booking inquiries and entry, using the registration software system
- Assists in the computerized recording of all facility statistics, including coupon, concession, arena, locker, pool, and attendance on a daily and monthly basis
- Phones patrons to confirm or change registrations as directed by facility staff
- Assists customers with the sale of merchandise
- Assists customers with minor locker and vending machine problems
- Handles lost and found items, including retrieval, lockup and record keeping
- Maintains control of the lobby area
- Produces reports from PerfectMind (registration software) system
- Balances cash at the end of each shift
- Processes incoming and outgoing mail

Administrative and clerical support

- Operates photocopier, fax, computer etc. as required
- Assists staff in the preparation of formal correspondence, reporting, and filing including electronic filing and retrieval
- Creates forms and documents as required

Other

- Recommends methods to improve communications within the complex.
- Recommends improvements to the operation of the reception desk.
- Performs other related duties as required.

EDUCATION

- Grade 12 including bookkeeping
- Office procedures and computer application software (MS Office) courses
- MS Office including Word, Excel & Outlook
- Recreation Software/Facility Booking training preferred

EXPERIENCE

- One-year experience with cash handling, working with the public, electronic point of sale system, keyboarding and switchboard operation.

LICENCES/CERTIFICATES

WHMIS certification

Current Standard First Aid and CPR “C” certification

KNOWLEDGE, SKILLS AND ABILITIES

- MS Office, including Word, Excel and Outlook
- CLASS Registration/Facility Booking training preferred
- Knowledge of the Complex activities, schedules, policies and procedures is preferred.
- Excellent oral and written communication skills
- Phone Operator
- Good keyboarding skills
- To work and communicate with the public and staff in an informed and friendly manner.
- To prepare a variety of correspondence and reports.
- To set up and type a professional-looking letter.
- To work in a fast paced environment with excellent multi-tasking abilities.

Safety is Everyone’s Responsibility - All facility staff, including the Customer Service Representative, are responsible for recognizing and immediately dealing with urgent safety and health issues when and where they arise. All facility staff are responsible for recognizing and reporting non-urgent safety issues to their manager or another appropriate person in a timely manner.

I have read and understand this job description.

Employee

Date

Manager

Date