

## EMPLOYMENT OPPORTUNITY

### CUSTOMER SERVICE REPRESENTATIVE, PART-TIME (TWO POSITIONS)

**POSTING No: 2019-24**

**POSTING DATE: November 7, 2019**

**POSTING EXPIRY DATE: November 21, 2019 at 4:00 p.m.**

Reporting to the Senior Manager, Strathcona Gardens, 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.

Successful candidates 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 \$21.83 per hour.

#### REQUIRED QUALIFICATIONS & EXPERIENCE

- Grade 12
- One year of experience with cash handling, customer service, computerized point of sale system, keyboarding and switchboard operation
- Emergency First Aid
- CPR Level C with AED

#### PREFERRED QUALIFICATIONS & EXPERIENCE

- Post-secondary courses in applied business technology
- One year of experience working with recreation software

#### HOW TO APPLY:

Please forward your cover letter, resume and copies of your certificates to [hr@srd.ca](mailto:hr@srd.ca) quoting "Posting 2019-24 Customer Service Representative, Part-Time" in the subject line of your application.

**Strathcona**  
REGIONAL DISTRICT



301 - 990 Cedar Street,  
Campbell River, BC V9W 7Z8  
Tel: 250-830-6700 • Fax: 250-830-6710  
Toll-free: 1-877-830-2990

[www.srd.ca](http://www.srd.ca)



## **CUSTOMER SERVICE REPRESENTATIVE**

### **JOB SUMMARY**

Under the direction of the Senior Manager, Strathcona Gardens, this position provides reception and cashier services for Strathcona Gardens Recreation Complex (SGRC).

### **JOB DUTIES**

- Acts as switchboard operator for the complex, directing incoming calls to the appropriate staff member
- Responds to inquiries from the public and staff, by phone, in person and by computer
- Takes program and lesson registrations by phone, in person or by computer
- Acts as point of sale cashier, receiving payments for SGRC activities, programs and bookings
- Operates an Interac machine that is integrated into the registration software system
- Assists with ice and pool booking inquiries and reservations, using the registration software system
- Assists in the computerized recording of all facility statistics, including coupon, concession, arena, locker, pool, and attendance
- Phones patrons to confirm or change registrations as directed by facility staff
- Assists customers with the sale of pool and arena merchandise
- Assists customers with minor locker and vending machine problems
- Administers and records first aid and facility incident reports.
- Handles lost and found items, including retrieval, lockup and record keeping
- Maintains control of the lobby area
- Produces reports from the registration software system
- Reconciles cash at the end of each shift
- Processes outgoing mail
- Operates photocopier, fax, computer etc. as required
- Assists staff in the preparation of formal correspondence, reporting, and filing including electronic filing and retrieval
- Creates and revises forms and documents as required
- Recommends methods to improve communications within the complex
- Recommends improvements to the operation of the reception desk
- In the absence of co-workers that perform booking duties for the SGRC, the most senior Customer Service Representative may be required to perform those duties, and when asked to do so, will receive an hourly premium in addition to their regular wage rate, for the hours required to perform the additional duties.
- Performs other related duties as required

### **REQUIRED EDUCATION**

- Grade 12

### **PREFERRED EDUCATION**

- Post-secondary courses in applied business technology

**REQUIRED EXPERIENCE**

- One year of experience with cash handling, customer service, computerized point of sale system, keyboarding and switchboard operation

**PREFERRED EXPERIENCE**

- One year of experience working with recreation software

**REQUIRED LICENCES/CERTIFICATES**

- Emergency First Aid
- CPR Level C with AED

**KNOWLEDGE, SKILLS AND ABILITIES**

- Basic level of competency with MS Office, including Word, Excel and Outlook
- Keyboarding speed of 45 words per minute
- Excellent cash handling skills
- Ability to communicate information clearly, both verbally and in writing
- Ability to read and understand policies and procedures
- Experience with basic office equipment including phone, fax machine, photocopier, cash register and Interac machine
- Ability to direct incoming phone calls in an efficient and effective manner
- Ability to work and communicate with the public and staff in an informed and friendly manner
- Ability to prepare a variety of correspondence and reports
- Ability to set up and type a professional looking letter
- Ability to work in a fast-paced environment with excellent multi-tasking abilities

**OTHER**

- Able to work a variety of hours and shifts, including but not limited to evenings, weekends, and holidays

*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 Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature