



CUSTOMER SERVICE REPRESENTATIVE

1. ORGANIZATIONAL RELATIONSHIPS

Reports to: Recreation Facilities Clerk

Coordinates with: Other Recreation/Culture Staff

2. KEY RESPONSIBILITIES

Under the direction of the Recreation Facilities Clerk an employee in this position is responsible for routine customer service work. This includes performing a variety of tasks ranging from meeting and greeting the public; handling recreation-based questions; assisting with processing manual and/or computerized school, public and user group program, facility bookings and registrations; reconciling cash sheets; and responding to the telephone while assisting others in a busy multi-task environment.

General Duties

- Performs multiple customer service tasks in a calm, courteous manner, such as meeting and greeting the public, information provision on District programs, answering the telephone and providing assistance and information as required
- Provides assistance to other Recreation/Culture staff and instructors
- Performs recreation and aquatic program registrations under the direction of program staff, including the inputting of registrants, general upkeep of data and troubleshooting
- Performs computer related tasks as directed, such as general correspondence, XplorRecreation, facility schedules and bookings, activity notices and forms
- Prepares and compiles simple statistical data for facility and program participation levels and demographic information
- Prepares and maintains facility records, files and reports
- Performs cash register operation and summaries, including reconciling cash sheets
- Performs facility opening and closing duties as required
- Performs general facility monitoring
- Facilitates a safe and enjoyable leisure experience for patrons
- Carries out facility policies, procedures and practices
- Performs other related duties as required

3. REQUIRED QUALIFICATIONS

Your education will include grade 12 preferably supplemented by commercial clerical courses or other related training and/or experience. Competency in Word, XplorRecreation, a relational data base, graphics programs and website searches is an asset. Strong interpersonal, verbal and written communication skills are essential in this role.

- General knowledge of the sport, fitness and recreation industry
- General knowledge of modern office practices, including the operation of standard office equipment such as computers, software, fax machines and cash registers
- Ability to establish and maintain effective working relationships with officials, employees and patrons in a team oriented environment
- General knowledge of basic mathematical calculations
- Skill in exercising initiative and making decisions in accordance with applicable policies, procedures and practices.
- Ability to prepare and maintain records relating to the work

4. REQUIRED LICENCES AND CERTIFICATES

- WorkSafeBC Basic First Aid (or equivalent)
- Obtain and maintain a clear RCMP Police Information Check (Vulnerable Sector).

5. WORKING CONDITIONS

As per the Collective Agreement, and Policies and Procedures of the District of Kent.