

JOB POSTING

CUSTOMER SERVICE REPRESENTATIVE, PART-TIME UP TO 2 POSITIONS

Posting No: 2022-32

Posting Date: July 26, 2022

Posting Expiry Date: until filled

Strathcona Regional District is seeking up to two part-time Customer Service Representatives for Strathcona Gardens Recreation Complex. This position provides reception and cashier services for Strathcona Gardens Recreation Complex.

REQUIRED EDUCATION

- Grade 12

REQUIRED EXPERIENCE

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

REQUIRED LICENCES/CERTIFICATES

- Emergency First Aid
- CPR Level C with AED

BENEFITS PAID FOR BY THE EMPLOYER

- employer pays for all job required re-certifications

The hourly rate of pay for this job is \$23.17 and increases to \$24.53 with experience. We provide premium pay for working after 6pm. In addition to their regular pay, part-time employees also receive:

- 6% holiday pay to start
- 4.5% benefit pay
- 4.6% statutory holiday pay

See [here](#) for more information on pay and benefits.

HOW TO APPLY: Please forward your cover letter, resume and copies of the required certifications to hr@srd.ca quoting "Posting 2022-32 Customer Service Representative, Part-Time" in the subject line of your application. Successful candidates will be required to complete a criminal record check with a vulnerable sector search and become a member of the United Steelworkers, Local 1-1937.

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



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.
- Conducts health screening checks on employees and/or customers as required by public health orders
- Performs other related duties as required

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- Grade 12

REQUIRED EXPERIENCE

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

REQUIRED LICENCES/CERTIFICATES

- Emergency First Aid
- CPR Level C with AED

PREFERRED EDUCATION

- Post-secondary courses in Applied Business Technology

PREFERRED EXPERIENCE

- One year of experience working with recreation software

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