

Customer Service Representative

Position Status: Casual

Reports to: Administrative Assistant

Definition:

The Customer Service Representative's role is to act as the first point of contact with the public at the Community Centre. Primary duties include customer service, registration services, assisting program leaders as needed and set up and take down of rooms for events and activities.

Typical Duties:

- Provides information to the public and others over the telephone or at the counter, referring difficult or unusual problems to a supervisor.
- Provides registration services.
- Sorts, checks and maintains office records such as files, invoices, office supplies, receipts and bills.
- Supports room set-up and takedown for programs and rentals.
- Provides assistance during Special Events.
- Operates office equipment, such as computers, word processors, photocopy and fax machines.
- Maintains customer database
- Maintains client records
- Minor cleaning and room preparation
- Performs data collection and entry.
- Assists other staff in performing their duties.
- Performs related duties as required.
- Other duties as assigned.

Skills and Qualifications:

- Ability to communicate effectively orally and in writing.
- Ability to understand and effectively carry out oral and written instruction.
- Some independence in judgement taken in performing the duties of the position.
- Knowledge of spelling, arithmetic, word processing, current office practices, procedures and equipment operation.
- Ability to maintain records and make arithmetical calculations rapidly and accurately.
- Basic knowledge of filing, indexing methods and record keeping.
- Ability to answer the telephone and provide accurate, factual information.
- Good interpersonal and public relation skills.
- Experience working in a busy customer service environment.
- Knowledge of computer office applications and database applications.

- Grade 12 diploma supplemented by post-secondary education or minimum of one year work experience in a related field.
- Satisfactory Criminal record check.

Demands of the Position:

- Ability to communicate effectively with others.
- Excellent verbal communication.
- Customer Service skills.
- Physical capabilities to carry out the duties of the position safely.