

## Customer Service Coordinator

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Full-Time, Permanent position (35 hours/week)  
Reports to: Recreation Services Manager

### Definition:

The Customer Service Coordinator is a key point of contact for the Recreation Department at the Village of Pemberton. Primary duties include ensuring efficient, courteous and quality customer service. They coordinate and oversee Customer Service Representatives, are the first point of contact with the public, take a role in marketing and program/event communications, monitoring and improving business operational activities including but not limited to knowledge of Recreation Programs, and all other Facility uses.

### Typical Duties:

- Provides supervision of Customer Service Representatives.
- Assists with hiring, training, planning, scheduling, assigning and supervising the work of Customer Service Representatives.
- Maintains recreation software database (PerfectMind).
- Assists management with the coordination of business operational activities.
- Monitors and controls business operations to meet customer expectations and departmental goals.
- Identifies problems in operations processes and resolves them in a timely manner.
- Prepares varied documents, collects and analyzes a variety of data, and statistical reports.
- Provides information to the public and others over the telephone or at the counter, referring difficult or unusual problems to appropriate staff areas of responsibility if required.
- Maintains knowledge of programs, activities, events and facility schedules.
- Involved with the design and formatting of digital and print marketing pieces.
- Supports the design and maintenance of department website pages.
- Sorts, checks and maintains office records such as files, invoices, office supplies, receipts and bills.
- Provides registration services.
- Supports room set-up and takedown for programs and rentals, including minor cleaning duties
- Supports Special Events in a leadership role.
- Operates and trouble shoots issues with a variety of office equipment and computer programs.
- Maintains client records.
- Other duties as assigned.

### Demands of the Position:

- Experience with Recreation Database Software, PerfectMind preferred.
- Ability to communicate effectively with others.

- Excellent verbal communication and written skills.
- Excellent computer skills; proficiency with Microsoft Office suite and Adobe suite.
- Physical capabilities to carry out the duties of the position.
- Commits to varied work schedule for Recreation environment.

### **Health & Safety**

As per the Village's commitment to the physical and psychological health and safety of its employees, the Customer Service Coordinator must adhere to the following accountabilities:

- Identifying and reporting workplace hazards
- Participating in incident investigations and inspections
- Assisting with Job Hazard Analysis and Risk Assessments
- Adhere to all workplace safety policies and procedures
- Being aware of the following safety considerations identified for this position:
  - Lifting awkward loads
  - Dealing with difficult customers
  - Extension of regular work hours during peak operations
  - Computer workstation ergonomics
  - Operating company vehicles

### **Skills and Qualifications:**

- Ability to communicate effectively orally and in writing.
- Ability to understand and effectively carry out oral and written instruction.
- Strong interpersonal and public relations skills.
- Strong customer service skills and experience working in a busy customer service environment.
- Ability to work independently, plan, organize, supervise work projects and develop work procedures.
- Ability to supervise and train staff.
- Thorough knowledge of computer office applications and database applications.
- Thorough knowledge of the Department's operations and procedures.
- Firm understanding of changing technology, including software and tools for print and web design.
- Ability to maintain records and make arithmetical calculations rapidly and accurately.
- Basic knowledge of filing, indexing methods and record keeping.
- Grade 12 diploma supplemented by post-secondary education or minimum of three years' work experience in a related field including supervisory experience.
- Must be physically capable of lifting awkward loads, sitting and standing for extended periods of time.
- Satisfactory criminal record check.