

Customer Service Representative

Reports to: Customer Service Coordinator

Casual, On-Call Position – hours scheduled as required, currently looking for support with opening and closing shifts, shifts are 4-7 hours per shift with a flexible schedule.

Summary:

The Customer Service Representative's role is to act as the first point of contact with customers and community members visiting the Pemberton and District 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.

Responsibilities:

- First point of contact for customers and community members visiting the Pemberton and District Community Centre.
- 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 in person and over the phone.
- Performs data collection and entry.
- Maintains customer database and client records.
- Supports room set-up and takedown for programs and rentals.
- Proactive and regular cleaning and sanitization of facilities in line with COVID-19 protocol.
- Other duties as assigned.

Skills and Experience:

- Ability to communicate effectively.
- Some independence in judgement taken in performing the duties of the position.
- Ability to maintain records and make arithmetical calculations rapidly and accurately.
- Basic knowledge of filing, indexing methods and record keeping.
- Good interpersonal and public relation skills.
- Experience working in a busy customer service environment with frequent interruptions.
- 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.
- First aid certification an asset.
- Knowledge of the Village of Pemberton community, events, sports activities, and spatial areas desirable.
- Satisfactory Vulnerable Sector check.

Emergency Operations Responsibilities:

All persons employed by the Village of Pemberton will be required to assist the Village in providing emergency services. Duties assigned during an emergency may differ from regular duties.