

## Customer Service Coordinator

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Location: Pemberton & District Community Centre, Pemberton  
Full-time, Maternity Cover

### Summary:

Responsible for operations at the Pemberton and District Community Centre (PDCC), providing coverage solutions between 6am and 9pm six days a week (7 days October - April) by scheduling and supporting a team of Customer Service Representatives and ensuring that efficient, courteous and quality customer service is provided to guests and community members. This role is also responsible for business operations including the distribution of promotional material, monitoring visitation rates and supporting the software used for recreation bookings.

### Responsibilities:

#### Business Operations:

- Opening and closing recreation facilities for the public
- Greeting patrons and providing information, answering queries
- Registering patrons for programs and taking payments
- Cash float maintenance and balancing
- Escalation point for challenging or unusual problems that arise
- Compiles reports on visitation rates, membership sales and provides content for quarterly reports to Council
- Supports the promotion and engagement as well as onsite leadership and operations during Special Events
- Identifies problems in operations processes and resolves them in a timely manner

#### Leadership:

- Responsible for the recruitment and onboarding of casual employees
- Verify and monitor the certification and qualifications of Customer Service Representatives
- Schedule and plan coverage of Customer Service Representatives
- Provide training and supervision of Customer Service Representatives
- Submission and approval of timesheets

#### Recreation Software:

- Updating patron information in recreation software/booking system
- Responsible for training staff on the recreation software
- Maintaining training documents and material related to recreation software
- Escalates issues with recreation software with system administrators
- Liaison with software support team, reviews and supports testing for system updates
- Contact person for the Village for all recreation software concerns and troubleshooting

#### Marketing and Communications:

- Maintains PDCC website page and social media accounts, content creation, scheduling posts, monitor posts for feedback/comments, auditing content, creation of event specific webpages and public engagement survey creation
- Designs and formats digital and print marketing for PDCC
- Drafts and coordinates mass communications to patrons
- Other duties as assigned.

#### **Skills and Experience:**

- Confident managing and scheduling large groups of people
- Experience working in a customer facing role
- Ability to establish and maintain effective working relationships with a variety of stakeholders
- Ability to identify and prioritise customer needs
- Confident problem solver
- Ability to multitask and manage multiple concurrent deadlines
- Proficient planner with strong organizational skills
- Strong communication skills, both written and verbal
- Proficient with computers and able to navigate systems and software

#### **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.

#### **Vulnerable Sector Check:**

The scope of this role includes being a point of contact for the public, including youth and vulnerable persons. A Vulnerable Sector Check will be required for anyone hired into this position.

#### **Posting Details:**

Application Deadline: Posting until filled

Estimated Start Date: November 4, 2024

Job Grade: 6

Salary: \$56,387