



## JOB POSTING

### Customer Service Representative, Recreation Services Casual Part-time

**About You:** *You are knowledgeable about recreation services and passionate about providing the public and your co-workers with exceptional customer service experiences. You enjoy being the face of the Township and exceeding expectations. You value making a difference for the public and aspire to grow as a member of the broader Loyalist Township team and contribute to a great work environment.*

**About Us:** *This role is an essential part of our Recreation team. We are getting ready to re-open and welcome back our patrons! We are excited to get going. We value respect and working together. We also like to have fun while accomplishing great things for our Residents!*

*One of Loyalist Township's goals is to be an employer of choice. We offer competitive pay rates and access to benefits, such as a free membership at the Recreation Centre and free counselling services for staff and their families. We encourage learning and development, and believe a respectful team-based workplace is an effective and healthy workplace. This could also lead to other opportunities!*

*If you would like to be a part of our Recreation team, we would love to hear from you!*

Competition No: 2020-22 Customer Service Representative, Recreation Services  
Hours: Variable, up to 24 hours per week  
Rate: \$17.36 – \$18.67 per hour  
Closing: Open-ended

A detailed job description is below.

Use the “Apply Now!” button on our website to apply.

As a condition of employment, the successful candidate must consent a Criminal Records Background Check (CPIC), including vulnerable sector screening.



## JOB DESCRIPTION

**POSITION TITLE: CUSTOMER SERVICE REPRESENTATIVE**

**DEPARTMENT: COMMUNITY & CUSTOMER SERVICES**

**REPORTS TO: ADMINISTRATIVE & CUSTOMER SERVICE COORDINATOR**

**CATEGORY: CASUAL PART-TIME**

**UPDATED: AUGUST 2020**

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### **POSITION SUMMARY:**

Reporting to the Administrative and Customer Service Coordinator, the Customer Service Representative is responsible for providing excellent customer service, reception and cashiering service for the Leisure and Activity Centre and the W.J. Henderson Recreation Centre. This position is the main point of contact for the public in our recreation centres and responds to and/or directs all telephone and counter enquires; receives and processes program registrations, facility bookings, admission fees and product sales.

### **MINIMUM QUALIFICATIONS AND SKILLS:**

- Ontario Secondary School Diploma or Ontario High School Equivalency Certificate
- Prior training in customer services practices with a minimum of two years previous *customer service and cashiering experience*
- Excellent interpersonal skills with a proven ability to communicate effectively (orally and in writing) with a wide variety of individuals in a courteous and competent manner and ability to resolve issues in a professional manner, using effective de-escalation techniques
- Team oriented with the ability to work both independently and as a member of a high-functioning team
- Proficient with computer software applications, (i.e. Excel, Word, Outlook, etc.) and the ability to adapt quickly to new software; experience with PerfectMind and CityWide Solutions is an asset
- Experienced proficiency with processing payment via cash, debit and credit
- Basic knowledge of general office procedures and practices, with good keyboarding skills
- Good organizational and time management skills with a keen eye for detail and accuracy
- Able to work with minimal supervision and take initiative to assist others and contribute to improving processes
- Ability to work a variety of shifts, including evenings and weekends
- Able to maintain confidentiality of information
- Satisfactory Criminal Record, including vulnerable sector screening
- Current Standard First Aid and CPR C certification

## **DUTIES AND RESPONSIBILITIES:**

- Ensures a positive and welcoming experience and environment for the public and staff attending the facilities, and maintains excellent customer service at all times
- Responds to enquiries (walk-in, telephone, email) from staff and patrons, and provide accurate information in a professional and courteous manner. Refer inquiries to other staff and departments, as required taking steps to ensure service is provided with as few touchpoints as possible
- Stays current with Recreation program offerings and services and provide access to marketing materials, including the Recreation Services Guide
- Assists in program follow-up calls, including wait lists, cancellations, transfers, et cetera
- Assists with program and facility set up
- Receives and processes payments for program registrations, memberships, daily programs, facility bookings and products, using the Recreation Management Software, PerfectMind
- Adds and updates client account information, as needed
- Follows all cash handling procedures and balancing in accordance with Loyalist Township policies and procedures
- Accurately completes all appropriate forms and documentation
- Assists with special events/activities and administrative duties as assigned by the Administrative and Customer Service Coordinator
- Develops a broader knowledge of Township services, processes and procedures, such as garbage bag tag and dog tag administration, and has a willingness to assist the broader Township operations as required
- Responsible as an employee for health and safety, including working safely within requirements of legislation and policies, reporting hazards, and maintaining a safe and clean environment
- Other duties as assigned

## **WORKING RELATIONSHIPS:**

Internal

Daily communication with Township employees

External

Daily interaction with Township residents and patrons

## **WORKING CONDITIONS:**

Primarily, office environment working conditions apply. May be seated for long periods (3-4 hours). Some moderately heavy lifting, with occasional heavy lifting during set-up procedures. May have exposure to smells such as pool chlorine, gym atmosphere. Ability to walk, climb stairs or otherwise travel around the facilities is required.

*The job description reflects the primary duties and responsibilities of this position and should not be construed to describe in detail all duties and responsibilities of the job.*