

## **CUSTOMER SERVICE REPRESENTATIVE (part-time)** MUNICIPAL DISTRICT OF GREENVIEW, ALBERTA

**DEPARTMENT:** Community Services – Recreation Services

**LOCATION:** Greenview Regional Multiplex - Valleyview, Alberta

**STATUS:** Accepting applications until December 4, 2020 at 4:00 pm.

*Located in Northwest Alberta, the Municipal District of Greenview is a vast and diverse area rich in oil and gas, fertile farm-land, and mixed wood forests. As the third-largest rural municipality in Alberta, Greenview boasts diversity in economic activities and an extraordinary landscape. Greenview's economy is strengthened by its diversity, a talented workforce and an entrepreneurial spirit that is second to none. Our residents experience adventure right in their backyards with lakes, rivers, Rocky Mountain peaks and vast prairie offering a year-round outdoor playground for all ages.*

### **SUMMARY:**

Reporting to the Customer Service Programmer, the Customer Service Representative is responsible for creating ongoing relationships with users and members of Greenview Regional Multiplex. Providing exceptional customer service and information on programs and services.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **MAJOR**

- Develop and foster guest relationships through professional, courteous, and efficient service for all basic guest service requests through various means such as phone, email or in person.
- Process cash sales according to current policies, ensuring accurate and efficient balancing of cash and terminal. May include payments for memberships, registrations, resale products and facility payments
- Follow check-in procedures for memberships and admissions, including the application of facility wristbands.
- Resolve guest inquiries, concerns and complaints either directly or by referring to the appropriate staff member.
- Implement emergency procedures, provide information and directions to guests during emergency situations.
- Along with other staff, ensure appropriate use of the facility by guests, enforce guidelines and rules.
- Register members into database for memberships, programs, bookings etc., and ensure registration and wait lists are monitored and managed accordingly.
- Accurate cash handling of registration payments, NSF payments, point of sale purchases, rentals, and GRM facility sponsorships.

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**Main Office:** 780.524.7600

**Toll Free:** 1.888.524.7601

[www.mdgreenview.ab.ca](http://www.mdgreenview.ab.ca)



### **MINOR**

- Perform other duties as assigned
- Provide administrative support to the Greenview Regional Multiplex staff

### **QUALIFICATIONS / EDUCATION / EXPERIENCE:**

- To perform this job successfully, the individual must be able to perform the duties listed above with a high degree of quality, timeliness and precision.
- Grade 12 High School education.
- Administration experience is considered an asset.
- A minimum of 2 years in an office environment.
- A background in a provincial environment is considered an asset.

### **SKILLS REQUIRED:**

- Proficiency with Microsoft Word, Excel, Publisher, Outlook and PowerPoint.
- Excellent verbal and written communication skills.
- Must be self-motivated and able to work with minimal supervision.
- Must be able to maintain confidentiality.
- Basic accounting skills.
- Excellent organizational skills
- Crisis management and/or conflict resolution experience an asset.
- Ability to interpret, implement and adhere to organizational policies and procedures.

### **WORKING CONDITIONS AND PHYSICAL ENVIRONMENT:**

- Occasional light lifting.
- Extensive use of the computer and telephone.
- Long periods of sitting required, with good lighting temperature and noise control provided.
- Shifts vary
- Occasional overtime may be required.

### **HEALTH & SAFETY:**

**All personnel working at the Municipal District of Greenview are governed by the Municipal District Health & Safety Policy.**

- Ensures all operations are conducted in a safe manner and in accordance with Municipal District Policies and Occupational Health & Safety Regulations.
- Ensure proper ergonomic requirements are met and good ergonomic procedures are practiced.
- Required to wear correct Personal Protective Equipment as per safe job procedures.

**Note:** The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

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## HOW TO APPLY:

Interested candidates may submit cover letter (*stating the position you are applying to*) and resume, by **December 4, 2020 at 4:00 pm**, in one of the following ways:

By E-mail: [careers@mdgreenview.ab.ca](mailto:careers@mdgreenview.ab.ca) (*please quote the position in the subject line*)

Mail or Drop Off:      Municipal District of Greenview No. 16  
4806 – 36 Ave., Box 1079  
Valleyview, Alberta T0H 3N0

Confidential Fax:      780-524-3981

**While we truly appreciate all applications, only those selected for an interview will be contacted.**

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