

CUSTOMER SERVICE REPRESENTATIVE
MUNICIPAL DISTRICT OF GREENVIEW

DEPARTMENT: Recreation Services
LOCATION: Grande Cache Recreation Centre
STATUS: Accepting applications until a suitable candidate is found.

Located in Northwest Alberta, the Municipal District of Greenview is a vast and diverse area rich in oil and gas, fertile farmland, tourist destinations, 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.

PURPOSE:

The Grande Cache Recreation Centre recognizes that Customer Service is a strong representation of our organization's goals, values, and mission. The Grande Cache Recreation Centre understands the importance of customer service and clearly wants to hire people who are both passionate about customer service, and excited to be doing it specifically for the Grande Cache Recreation Centre. Our customers trust information given by you, clearly the best candidate is not just good at their job, but also, they are good to people. If you are passionate about working with customers and have an interest in recreation, this position is for you!

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Under the direction of the Customer Service Coordinator, the Customer Service Representative is responsible for creating ongoing relationships with members and providing appropriate and timely information on programs and services.

- 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.
- Ensure appropriate use of the facility by guests and 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 GCRC facility sponsorships.

- Be available for a variety of shifts, including evenings and weekends.
- Other duties assigned by the Customer Service Coordinator.

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.
- Administration experience is considered an asset.
- Standard First Aid with CPR "C" and AED.
- R.C.M.P Criminal Record Check.
- Eligible to work in Canada.

COMMUNICATION SKILLS:

- Excellent communication skills (written and verbal).
- Excellent documentation skills.
- Ability to concentrate – follow customers issues without distraction to resolution.
- Good composition skills – the ability to compose a grammatically correct, concise, and accurate written response.
- Work successfully in a team environment as well as independently.

COMPUTER KNOWLEDGE/SKILLS:

- Familiarity with Windows, Microsoft Outlook, Microsoft Word, and Internet Explorer.
- Experience with Recreation software is an asset.
- Excellent typing skills.
- Demonstrates a proficient knowledge of email applications.
- Ability to successfully adapt to changes in the work environment.

CUSTOMER FOCUS:

- Excellent customer service skills, including maintaining focus on the customer issue in a fast-paced environment.
- Ability to empathize with and prioritize customer needs.
- Demonstrates interpersonal skills with a diverse customer base.
- Demonstrates conflict resolution, negotiation, and de-escalation skills.
- Demonstrates ownership to resolve challenging customer issues, escalating when necessary.
- Ability to determine customer needs and provide appropriate solutions.

WORKING CONDITIONS AND PHYSICAL ENVIRONMENT:

- Occasional light lifting.
- Extensive use of the computer and telephone.
- Long periods of sitting required.
- This position requires morning, afternoon, evening, weekend, and statutory holiday shifts schedules.

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 the Municipal District policies and Occupational Health & Safety Regulations.
- Ensure proper ergonomic requirements are met and good ergonomic procedures are practiced.

HOW TO APPLY:

Interested candidates may submit cover letter (stating the position you are applying for) in one of the following ways:

E-mail: 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 T0H3N0

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