



**Full-time Customer Service Representative**  
(to commence as soon as possible)

The Town is seeking an energetic, positive individual for the full-time position of Casual Customer Service Representative at our Westlock Rotary Spirit Centre and Westlock Aquatic Centre sites. This is an ideal career opportunity for an experienced, team oriented, innovative and result driven front desk customer service professional with positive leadership skills and a strong aptitude for technology and data entry.

The successful candidate will work 35 hours per week as part of the Community Services team providing exceptional customer service, recreation program and facility information to the public.

You will be working in a vibrant community of 4,921 just 85 kilometres north of Edmonton. We have all the amenities and more. Living in Westlock, you can experience live arts, concerts, all sports or belong to one of the multiple community organizations. Town amenities include the Rotary Spirit Centre multi-plex, the Aquatic Centre, skateboard park, ball diamonds, parks and playgrounds. The Town's strong business sector provides all the services and shopping you will need. Your co-workers are focused on providing great public service and having fun while doing so.

As a key player in our team, you will have the following qualifications:

- Ability to respond and troubleshoot customer inquiries and complaints.
- Excellent computer skills and database experience.
- Experience with cash handling and administrative procedures.
- Required to lift, setup and move fitness equipment and to consistently monitor and perform walking checks throughout the facility.

To find out more about us, please visit our website at [www.westlock.ca](http://www.westlock.ca).

The successful candidate will be required to provide a criminal record check with vulnerable sector check prior to commencement of employment. The Town of Westlock offers a competitive salary and an excellent employee benefit program.

This competition will remain open until suitable candidates are found. The Town of Westlock thanks all applicants for their interest; however, only those selected for an interview will be contacted.

Please submit your resume with three references in confidence to:

Town of Westlock  
10003-106 Street  
Westlock, Alberta T7P 2K3  
Phone: 780.349-4444  
Email: [employment@westlock.ca](mailto:employment@westlock.ca)

**REPORT TO:** CSR & SUMMER PROGRAM COORDINATOR

**INCUMBENT:** CUSTOMER SERVICE REPRESENTATIVE

---

This position reports directly to the Customer Service Representative & Summer Program Coordinator or specified alternate. This position requires exceptional public relations and hospitality skills in order to relate program and facility information from the Community Services Department to the general public.

---

### **RESPONSIBILITIES/DUTIES**

1. Provide administrative support services as required.
2. Provide prompt courteous service to the general public.
3. Present a positive image and maintain excellent public relation skills.
4. Handle all point of sale transactions such as daily admissions, facility passes, and program registrations via Perfect Mind computer program.
5. Receive all incoming telephone calls and forward messages.
6. Responsible for recording cash outs (balancing cash, cheques, credit cards and interact receipts).
7. Keep up-to-date with all program content and other pertinent information.
8. Assist with First Aid injuries and other incidents as needed. Record all injuries.
9. Oversee cleanliness of the lobby and viewing area during shift.
10. Check activity levels and assess potential hazards in the facility when directed to do so.
11. Required to work evenings, holidays, and weekends.
12. Required to lift, setup and move fitness equipment and to consistently monitor and perform walking checks throughout the facility.
13. All other duties as assigned.

### **OTHER DUTIES**

1. Ensure assigned duties are completed in a safe and timely manner.
2. Participation required in departmental safety and operational staff meetings.
3. To ensure the safe operation and maintenance of Town owned equipment, facilities and inventories.
4. Work together with other employees in a team effort, stressing cooperation and good communication between staff.
5. Complete daily administrative tasks as assigned.

### **EDUCATIONAL REQUIREMENTS**

1. Self motivated and ability to work alone.
2. Customer service experience and administrative skills.
3. Excellent typing skills and computer knowledge. Experience using programs such as Microsoft Word, Excel, Publisher an asset.
4. Experienced in handling at minimum, a three line phone system.
5. Current -First Aid/CPR Certificate, or be willing to obtain.
6. Must provide/obtain criminal record check
7. Education: minimum Grade12 or equivalent.

### **GUIDANCE RECEIVED**

Directives, manuals, regulations, ordinance, or other written guidelines used regularly by this position are:

- Direction from the CSR & Summer Program Coordinator, Spirit Centre Facilities Supervisor, and Aquatic Centre Supervisor;
- Town of Westlock Policies and Procedures;
- OH&S and Town Health and Safety Policies

**CONTACTS**

This position will have frequent contact with the following:

- CSR (Customer Service Representative) & Summer Program Coordinator
- Spirit Centre Supervisor
- Aquatic Centre Supervisor
- Aquatic Centre Coordinator
- Director of Community Services
- Other Department Staff, sales personnel, etc.
- Local recreation groups and local community schools
- Local service clubs, business and community groups and surrounding communities

**ENVIRONMENT**

Features of work, which may create physical/mental stress, are:

- Flexible work schedule,
- Responding to the requirements of the general public and community users.

**SIGNATURES**

**I have read and understand the contents contained within this job description. The CSR (Customer Service Representative) & Summer Program Coordinator has informed me that this is a general description of the duties, responsibilities, and qualifications for the position of Customer Service Representative. This description will form the basis for my classification level and the basis for my performance evaluation.**

Date: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_