



**Part-time Customer Service Representative
(Permanent part-time 25 hours per week)**

Are you looking for a position where you can serve your community with excellence? The Town of Westlock is on the lookout for two exceptional individuals to join our team as part-time Customer Service Representatives!

Position: Part-time Customer Service Representative
Location: Westlock Rotary Spirit Centre & Westlock Aquatic Centre
Hours: 25 hours per week, Monday through Sunday

As part of our dynamic Community Services team, you'll be the friendly face greeting visitors and providing essential information about our recreation programs and facilities. Whether it's answering inquiries at the Westlock Rotary Spirit Centre or assisting visitors at the Westlock Aquatic Centre, your dedication to exceptional customer service will shine through.

What we're looking for:

- Commitment to delivering outstanding customer service
- Team spirit that fosters collaboration and support
- Innovative mindset and a drive for achieving results
- Resourcefulness to respond and troubleshoot customer inquiries and complaints
- Strong proficiency in technology and data entry
- Experience with cash handling and administrative procedures
- Required to work early mornings, evenings, holidays, and weekends
- Required to lift, setup and move fitness equipment and to consistently monitor and perform walking checks throughout the facility

Interested in making a meaningful impact in your community? We have a competitive compensation package and excellent employee benefit program. To find out more about us, visit our website at www.westlock.ca.

The successful candidate will be required to provide a criminal record check with vulnerable sector check prior to commencement of employment to ensure the safety and security of all patrons and staff.

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

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: _____