



## **Employment Opportunity**

### **Casual Customer Service Representative**

The Town is seeking an energetic, dynamic individual for the position of a Casual Customer Service Representative. The successful candidate will be strongly devoted to public service, be team orientated, innovative and result driven. This person will be part of a great team in providing exceptional customer service, recreation program and facility information from the Community Services Department to the public. The days of work will be between Monday to Sunday working evenings, weekends, and holidays with a minimum of 2 weekends per month.

You will be working in a vibrant community of 5,000 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 new 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:

- Responding & troubleshooting customer inquiries and complaints.
- Excellent computer skills and database experience.
- Experience with cash handling and administrative procedures.
- Able to work evenings, holidays, and weekends.
- Required to lift, setup and move fitness equipment and monitor the facility.

To view the complete job description or to find out more about us, please view our website at [www.westlock.ca](http://www.westlock.ca)

This competition will remain open until a suitable candidate is 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)



## **Casual - Customer Service Representative**

**REPORT TO:** Customer Services Representative Supervisor

**INCUMBENT:**

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This position reports directly to the Customer Service Representative Supervisor 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.

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### **RESPONSIBILITIES/DUTIES**

1. Provide secretarial 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.
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. 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. Provide daily administrative tasks as assigned.

### **REQUIREMENTS**

1. Self-motivated and have ability to work alone.
  2. Have 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. Hold a current Standard First Aid/CPR Certificate, or be willing to obtain.
  6. Must provide/obtain criminal record check
  7. Education: minimum Grade12 or equivalent.
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### **GUIDANCE RECEIVED**

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

- Direction from the Customer Service Representative Supervisor and Spirit Centre Facilities Manager;
- Town of Westlock Policies and Procedures;
- OH&S and Health and Safety Policies

### **CONTACTS**

This position will have frequent contact with the following:

- Director of Community Services
- Spirit Centre Facilities Manager
- Community Services Program and Marketing Supervisor
- Aquatic Centre Facilities Manager
- 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 Director of Community Services has informed me that this is a general description of the duties responsibilities and qualifications for the position of Manager of Community Programming. This description will form the basis for my classification level and the basis for my performance evaluation.**

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

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

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