



Employment Opportunity

Customer Service Representative – Full Time Position

The Town is seeking an energetic, dynamic individual for the position of a Full Time 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. This position will be scheduled to work Monday to Friday daytime and evenings shifts at the Westlock Rotary Spirit Centre and Westlock Aquatic Centre.

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 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.
- Knowledge with computer and database systems.
- Experience with cash handling and administrative procedures.
- Required to work flexible hours daytime and evening shifts.
- Required to lift, setup and move fitness equipment and to consistently monitor and perform walking checks throughout the facility.

To view the complete job description or to find out more about us, please view our website at 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



Full-Time - Customer Service Representative

REPORT TO: Customer Services Representative Supervisor

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.

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.
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.

QUALIFICATIONS

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 Manager
- Aquatic Centre 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 Supervisor of Customer Service has informed me that this is a general description of the duty's responsibilities and qualifications for the position of Part Time 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: _____
