Job Description

Working Title:	CUSTOMER SERVICE REPRESENTATIVE
Position Type:	PERMANENT
FTE (ie: 1.0, 0.5):	0.6
Classification:	LEVEL 2
Division:	PROGRAMS AND SERVICES
Department:	COMMUNITY AND PROTECTIVE SERVICES
Reports To:	CSR COORDINATOR

☒	New Position
☐	Update of current position
☐	Significant changes (at least 50% of job has changed) – Job Evaluation required

SECTION 1: PURPOSE OF POSITION

The Customer Service Representative (CSR) provides a welcoming environment and supports quality customer experiences in assigned department facilities through the provision of accurate information, registration and booking supports. They are responsible to follow all Town policies and processes as it relates to collection of information, cash and payment handling and other services. The CSR is a friendly and knowledgeable first point of contact for patrons, providing exceptional, courteous, and professional service.

The front counter is often fast paced and requires a high level of multitasking ability with strong attention-to-details skills to maintain accuracy. This position often coordinates with multiple staff within the organization to ensure customer service is provided. This necessitates an ability to prioritize their workflow, often faced with heavy interruptions to ensure timely completion.

SECTION 2: KEY RESPONSIBILITIES

Time Percentage	Key Responsibility
50%	**Customer Service** • Reception duties for the Recreation Centre, receive and forward direct dialed calls or message details to staff via teams or email details to staff offsite when necessary • Develop and foster positive relationships with visitors, customers and user groups within the assigned facility, creating a welcoming environment for all facility users • Provide information and respond to questions regarding local programming, events, services, facility hours and processing for the department • Act as the main representative of the facility to customers, volunteers, and the public during their assigned shift • Direct or answer concerns and inquiries via in-person, by phone, in writing or electronic correspondence • Assist customers in utilizing the services within the facility, including meeting rooms direction and set-ups and technical support such as log-in assistance. • Ensure security by monitoring visitors' passes and check in/out process • Stay apprised with events occurring within the Town to provide residents with information • Monitor patron check-in process to establish validity of passes, memberships and bookings • Maintain information posted in main entrance • Ensure and maintain messaging of facility closures are referenced on switchboard and entrance doors
20%	**Office Administration** • Provide administrative support to the Programs and Services Division • Assist with all facility rental and scheduling of Town owned public facilities • Update all identified information screens, displays and tools within the Recreation Centre • Complete administrative tasks and data entry to support department and/or corporate requirements • Maintain ongoing communication with other Customer Service Representatives, supervisor(s), and other facility staff to ensure facility operation and customer service issues and needs are addressed • Draft, format and proofread reports and presentations to ensure accuracy and conformance with Town standards • Responsible for opening and distribution of the incoming mail • Assist staff with outgoing postage or registered mail and courier service waybills • Responsible for front door lock-up and cash lock up • Maintains a presentable reception area for customer service
10%	**Facility Booking Support** • Prepare contracts for rentals • Support the preparation of statistical facility usage reports as required

10%	**Cash Handling, Sales, Payments, and Registrations** • Prepare invoices and collection of fees and charges as required • Provide sales, registration, payments in a prompt, accurate and efficient manner, following all standards and processes • Collect and manage payments for services in accordance with Town processes • Complete all transactions accurately, reporting all discrepancies and issues • Complete daily cash out/reconciliation procedures • Create and/or print reports for reconciliation of purchases and sales
5%	**Safety** • Responsible to actively engage in the health and safety program and be held responsible for the health and safety duties and responsibilities as outlined in Element 1 of the Health and Safety Manual • Take all practical steps to work safely at all times and report all health and safety issues, incidents, or near misses as required in a timely fashion
5%	**Other duties** • Adhere to the Town's established values, policies, procedures and standards (written or implied), and any changes or modification which may vary from time to time as deemed appropriate • Perform other duties and special projects as assigned and within the scope of this position

SECTION 3: SUPERVISION OF OTHERS

Position Title	Direct	General
	☐	☐

SECTION 4: QUALIFICATIONS

Level of education and experience required:

- High School Diploma
- Post-secondary certificate in Office Administration or related field
- Minimum two (2) years of related experience including experience in sales and cash handling
- Experience working in a municipal environment is preferred
- Accounts Receivable experience preferred

Required designations, licenses, Certificates required:

Required Knowledge, Skills and Abilities:

- Demonstrated ability to perform clerical skills such as reception, data entry, scheduling and correspondence
- Excellent organization skills and the ability to adapt to changing organization needs
- Adept and multi-tasking to meet tight deadlines in a fast-paced environment
- Strong interpersonal skills to establish and maintain cooperative relationships with a diverse group of customers and staff
- Ability to work as a team player under minimal supervision

Software/Technology
• Proficient knowledge of Microsoft Office Suite (Word, Outlook & Excel; Publisher would be an asset) • Working knowledge of scheduling and facility booking software • Strong working knowledge of computers as we as other equipment generally found in an office environment

	PHYSICAL EFFORT
☒	Routine office environment. Limited physical effort. A variety of typical office requirements such as sitting, standing and walking. Limited physical effort. Limited intense visual concentration is required. Infrequent physical effort (lifting, bending, etc); Infrequent peaks of concentration are necessary for short periods from time to time (e.g. several minutes up to half an hour) Interruptions or distractions occur occasionally, but do not interfere with completion of quality of work as the nature of the work is highly repetitive and routine
☐	Moderate physical effort, requires occasional lifting, bending, standing, climbing ladders, etc. Requires extended periods of standing or moving. Manual dexterity can include handling of items or tools of various sizes, sorting or manipulating small parts or materials or tools, where the pace of work can largely be controlled. Intense visual concentration is greater than 50% of the time. Moderate peaks of concentration (e.g. up to half day) are a typical, with some ability to control this by taking breaks from the task. Interruptions or distractions occur frequently and sometimes interfere with output quality or timeliness. Time pressures with the job are noticeable, but are not frequent or significant. May perform a moderate level of heavy physical activities (pulling, lifting, pushing heavy or awkward objects, etc). May require some specialized training and/or use of safety equipment.
☐	Regular, frequent or sustained and considerable physical effort is required with limited opportunities to rest except at scheduled breaks. May require a degree of major physical effort over an extended period of time. Requires frequent or regular considerable moving, standing or heavy physical activities (e.g. lifting, moving, or pulling heavy awkward objects on a regular basis). Typically requires some specialized training (certifications, etc) and/or use of safety equipment. May also require personal protective equipment. Regular, frequent or sustained, and substantial peaks of concentration are a typical throughout the day. It may not be possible to take breaks from tasks due to time pressures and deadlines that often oblige continuation until task completed. Interruptions and distractions occur frequently, and often to significantly interfere with the ability to complete the task correctly/in timely manner and consistently.
	WORK ENVIRONMENT
☒	Routine office environment. Limited exposure to disagreeable aspects such as noise, heat/cold, dust, fumes, etc.
☐	Moderate exposure to disagreeable aspects of the work environment. The job may require occasional exposure, but is limited in terms of frequency, severity, and/or duration. May require some specialized training, and/or use of safety equipment.
☐	Considerable, frequent or ongoing exposure to disagreeable aspects of the work environment. The job requires regular exposure in terms of frequency, severity, and/or duration. Typically requires some specialized training (certifications, etc), and/or use of safety equipment. May also require personal protective equipment.