



CUSTOMER SERVICE REPRESENTATIVE I (Part-Time)

Competition #2010-25

We are recruiting for a part-time Customer Service Representative to work at the reception counter of the Hope and District Recreation Centre.

The incumbent must be available for shifts from 4 to 8 hours in duration, anytime between 5:45 a.m. and 9:00 p.m., inclusive of evenings, weekends and some holidays.

The general duties of the Customer Service Representative I include:

- Communicates with and assists customers, user groups and/or organizations wishing to take advantage of Recreation Centre services and programs.
- Answers and processes all incoming phone calls and provides front counter reception which includes answering questions and taking cash.
- Reconciles daily cash intake and prepares bank deposits.
- Initial contact for facility bookings for Recreation Centre/ Commission controlled facilities and/or, other facilities or locations the Commission may use from time to time.
- Maintains complete and accurate records of recreation programs, public schedules, correspondence and filing system.
- Provides clerical support as assigned.

The successful candidate will have excellent customer services skills, excellent oral communication and writing skills, be proficient using MSWord and Excel, be able to execute and understand mathematical calculations and have experience with cash handling procedures.

The start rate for this part-time Union position is \$14.95 per hour plus 10.2% in lieu of benefits, and upon successful completion of the probationary period the wage will increase to \$16.61 per hour plus either 10.2% in lieu of benefits, or if eligible, participation in the benefit program. Shift differential and overtime are paid where applicable as per the Collective Agreement.

If interested, please submit a resume indicating how you meet the qualifications to jobs@fvrd.bc.ca or fax, confidentially, to 604-702-5461 quoting Competition Number 2010-25 by 4:30 p.m. August 6, 2010.

FRASER VALLEY REGIONAL DISTRICT
HOPE AND DISTRICT RECREATION & CULTURAL SERVICES
CLASS DESCRIPTION

Date: June 2009

1. CLASS TITLE: Customer Service Representative I
2. PAY SCALE: As per FVRD-CUPE Local (Recreation Group)
Collective Agreement
3. ORGANIZATIONAL RELATIONSHIPS:
 - (a) Reports to: Confidential Administrative Assistant
 - (b) Supervises: No supervision
 - (c) Coordinates With: Staff and members of the public

4. GENERAL ACCOUNTABILITY

The incumbent assists Management with the delivery of quality customer service through reliable performance in all assigned responsibilities, observing and complying with Regional District and Recreation Commission policies and procedures. This position is responsible for providing cashiering duties and a high level customer service.

5. NATURE AND SCOPE OF WORK

- a. Responsible for providing high level customer service to users of the Hope and District Recreation Centre.
- b. Initial contact for facility bookings for Recreation Centre/ Commission controlled facilities and/or, other facilities or locations the Commission may use from time to time.
- c. Communicates and assists with customers, user groups and/or organizations wishing to take advantage of Recreation Centre services and programs.
- d. Performs cashiering and related POS duties
- e. Maintains complete and accurate records of recreation programs, public schedules, correspondences and filing system
- f. Maintains telephone messaging systems and facilitates in the maintenance of office equipment
- g. Provides clerical support as assigned.

- h. Maintains an inventory of administrative/office supplies.
 - i. Performs other related duties as assigned
6. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:
- a. Grade 12, plus experience working in an office environment & handling cash
 - b. Must have excellent oral communication skills and be able to respond to customers in a courteous and professional manner
 - c. Must be able to understand and execute cash handling procedures and perform mathematical calculations
 - d. Must be able to quickly acquire the ability to proficiently utilize the computer and POS database and related applications including Ms Word and Excel
 - e. Must have strong written communication skills inclusive of letter writing
 - f. Must have the ability to operate standard office equipment including fax, photocopier and telephone
 - g. Must have or be able to quickly acquire basic knowledge of recreation and leisure services
 - h. Must maintain an excellent quality of service and high degree of accuracy
 - i. Must be able to pass a Criminal Records Check
 - j. Must possess a valid B.C. Driver's License
7. WORKING CONDITIONS:

This is a Union position under the Collective Agreement between the FVRD and the Canadian Union of Public Employees, Local 458 (Recreation Group). The incumbent shall work shifts as scheduled from up to four (4) hours to eight (8) hours in duration anytime between the hours of 6:00 a.m. and 11:00 p.m., and/or split shifts and temporary shifts, inclusive of evenings, weekends and some holidays as directed and in accordance with the Collective Agreement. The incumbent may be required to travel in the performance of their duties, and may work overtime as authorized.