FRASER VALLEY REGIONAL DISTRICT
CUSTOMER SERVICE REPRESENTATIVE
(PART-TIME)
Competition #2013-05

The Fraser Valley Regional District is inviting applications from qualified candidates to fill the Part-Time position of Customer Service Representative I to work at the reception counter of the Hope and District Recreation and Cultural Services facility. The successful candidate must be available for shifts from 4 to 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.

The Customer Service Representative I is responsible for providing high level customer service to users of the facility, performing cashiering and related POS duties, maintaining complete and accurate records of recreation programs, public schedules, and correspondence, and providing clerical support.

Required qualifications:

- grade 12, plus experience working in an office environment and handling cash;
- excellent customer service skills;
- strong written communication skills;
- able to understand and execute cash handling procedures and perform mathematical calculations;
- able to quickly acquire the ability to proficiently utilize the computer and POS database and related applications including Microsoft Word and Excel.

The starting wage rate for this part-time Union position is $15.40 per hour plus 10.2% in lieu of benefits. Upon successful completion of the required probationary period the wage will increase to $17.11 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 you are interested in applying for this position, please submit a detailed resume, along with a cover letter, indicating how you meet the qualifications. Please quote Competition #2013-05 and send, in confidence, by 4:30 p.m. on February 25, 2013 to:

jobs@fvrd.bc.ca or mail to:

Human Resources Department
Fraser Valley Regional District
45950 Cheam Avenue
Chilliwack, BC V2P 1N6

or fax confidentially to: 604-702-5461

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 be in possession of a valid Driver's Licence for the type of Fraser Valley Regional District vehicle being driven.

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.