



## **EMPLOYMENT OPPORTUNITY** **LAC LA BICHE COUNTY**

### **Customer Service Representative (Bold Center) Casual Position**

As the first point of contact with customers, this position is responsible for promoting the Bold Center's programs and services by identifying customer needs, recognizing moments of opportunity and providing appropriate solutions to meet and exceed customer's expectations. This role provides efficient, courteous service while responding to inquiries, accepting program registrations, promoting membership sales, processing daily admissions, facility rentals and answering telephones. This position is also responsible for conducting regular service checks and maintenance of fitness equipment and maintaining a high level of cleanliness of the fitness facilities. Superior customer service, assertiveness, ability to multi-task and computer proficiency is essential for success in the position.

This position will require flexibility to accommodate evening, morning and weekend shifts along with occasional holiday shifts

#### **Responsibilities**

- Actively promotes and possesses knowledge and/or resources pertaining to programs and services offered at the Bold Center and throughout the County;
- Maintains a high level of positive and professional communication with customers, participants, parents, user groups and staff while adhering to Freedom of Information and Protection of Privacy (FOIP);
- Processes daily admissions, memberships, merchandise and locker rental sales;
- Updates facility bulletin boards and monitors; distributes daily facility reports to Bold Center departments;
- Accepts and processes facility bookings and payments as required;
- Completes cash outs, balancing of till and requests change as required;
- Communicate with Facilities and Custodial staff to ensure set-up needs and requests are addressed in advance, assisting in the overall effective operation of the facility;
- Issues and collects sports equipment as required;
- Ensures office and first aid supplies are stocked and readily available;
- Performs first aid and responds during emergencies as required;
- Completes and submits incident/accident forms as required
- Supports the Recreation department by providing assigned administrative tasks including but not limited to: data entry, typing correspondence, sorting mail, filing, assisting with promotions and event coordination as required;
- Performs regular cleaning and safety checks of all fitness equipment to ensure equipment is in good working order
- Performs other duties as assigned by the CSR Supervisor, or Designate

#### **Qualifications:**

- Minimum Grade 12 Diploma and/or equivalent;
- Excellent public relation skills are required, both verbal and written;
- Computer proficiency and experience in cash handling are required;
- Current Standard First Aid-CPR Certificate would be an asset.

- Previous work experience in a fitness centre/recreation centre or similar setting preferred
- Knowledge of cash handling, financial procedures, and loss prevention
- Knowledge of municipal government and administration of recreation facilities
- Knowledge of booking/recreation software (CLASS, Activenet, MaxGalaxy, BookKing, etc.)
- Must submit a Driver's Abstract, Criminal Record Check, and Child Welfare Check that meets the satisfaction of the County

**Salary range: \$20.39 – \$29.57 hourly**

- Salary will be commensurate with experience and qualifications.
- Competition number: 25-CSR-19
- Closing Date: This competition will remain open until a suitable candidate is found.

***Candidates from this competition may be used to fill future vacancies at the same classification level within the next 6 months***

Interested candidates are invited to forward their resume in strict confidence to:

Attention: Human Resources

Lac La Biche County

Box 1679 Lac La Biche, AB T0A 2C0

Fax: 1-888-421-2533

Email: [hr@laclabichedcounty.com](mailto:hr@laclabichedcounty.com)

We thank all interested applicants; however, only applicants selected for an interview will be contacted.