



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

### **CSR Team Lead – Pool** **Full Time Permanent Position**

Reporting to the Aquatic Services Supervisor, this position provides key administrative support and oversight of Customer Service Representatives at Portage Pool. Responsible for the daily administration and financial operations of Portage Pool, this position enables all aquatic services and programs to run smoothly, and for members of the public to receive accurate information about aquatic and recreation services in Lac La Biche County.

Key elements of this position include providing organizational support, coaching and feedback to front-line service staff, maintaining positive relationships with users, and administration of bookings and programming in our recreational booking software.

### **Responsibilities:**

#### **Clerical and Administrative Duties**

- Input of Aquatic programs and resale items into the booking/POS software within assigned timelines;
- Update and maintains class lists, emergency rosters, course grades, participant skills, etc. in the booking/POS software;
- Maintain product inventory, reorder when low stock, fill display case, create new product profiles and barcodes in the booking/POS software, etc.;
- Update the website, Facebook, email service, posters, and information material throughout facility as needed to promote programs, services, and events;
- Create and maintain tools to manage/organize the front desk administration such as databases to manage visitor counts, filing systems, etc.;
- Maintain all filing systems;
- Create and update CSR operating procedures to ensure effective and consistent operations;
- Maintain cleanliness as required to ensure a safe environment which makes a positive impression on guests;
- Work with internal and external groups/organizations to maintain positive relationships and excellent customer service;
- Conducts regular upkeep of office equipment, troubleshoot issues, coordinate IT work orders as needed, etc.;
- Provide ideas, suggestions and recommendations regarding programs, supplies, equipment, and purchasing;
- Assists with community outreach initiatives;
- Performs other duties as assigned by the Aquatic Services Supervisor.

#### **Team Management**

- Screen, interview, and hire customer service staff;
- Ensure that new staff are adequately trained to deliver service standards;

- Ability to work a flexible schedule in order to train, oversee, and/or evaluate the performance of casual and/or part-time customer service representatives;
- Develop and implements staff meetings and training opportunities;
- Provide direction and leadership to staff including coaching, mentoring, and performance feedback to ensure consistency in service, decision making, trouble shooting, and problem solving;
- Conduct formal and informal coaching, performance reviews, and begins disciplinary action as needed in consultation with the Aquatic Services Supervisor;
- Schedule CSR team to ensure adequate coverage for all programs, services, and events offered by Portage Pool (in the facility or off-site) to maintain a high standard of service;
- Excellent communication, negotiation, and conflict management skills are required;
- Acts as liaison between front line staff and management, communicating decisions, changes, inquiries, or concerns.

### **System Administrator of Booking/POS Software**

- Conduct updates and audits to the back-end of the booking/POS system;
- Liaise with provider for issues/trouble shooting, updates, and training pertaining to the software;
- Ensure the system runs smoothly and finds efficiencies within the software;
- Develop procedures for consistency and best practices;
- Set up new staff on the system and develop user profiles;
- Provide ongoing guidance and training to staff for program use and best practices;
- Act as the lead to set up training sessions for the software as needed.

### **Financial**

- Monitors cash handling procedures, verifies cash outs and prepares daily deposits, manages float funds and works with Finance department to resolve discrepancies;
- Track revenues and expenses in booking/POS software to ensure billing, A/R reports are processed, and discrepancies are corrected in a timely manner;
- Ensure registrations, locker rentals, deposits and payments, including online payments, are processed and accounted for accurately and in a timely manner;
- Assists with preparation and management of annual operation budgets, expenses, and purchase orders;
- Authorizes refunds and returns of deposits within authority;
- Accept and processes all facility bookings based on availability; creates, modifies, and cancels reservations, processes payments and payment plans accordingly;
- Issue invoices to user groups, ensuring that invoices and charges are processed according to rental agreement terms;
- Ensures payments from individuals and organizations are processed accurately and collected in a timely manner according to established financial practices. Appropriate follow up on overdue accounts as required.

### **Customer Services Duties (Front Desk)**

- Backfill as a customer service representative where needed maintaining coverage when short staffing or illnesses results in a shortage;
- Maintains a high level of positive and professional communication with patrons, participants, parents, user groups, and staff while adhering to Freedom of Information and Protection of Privacy (FOIP).

## **Qualifications:**

- Grade 12 education or equivalent;
- Post-secondary education in recreation, office or business administration or related field an asset; a combination of education and work experience may be considered;
- Customer service/supervisory courses as asset;
- Formal customer service training would be an asset;
- Current Alberta Workplace Approved Standard First Aid Certificate and ability to maintain;
- Minimum 2 years' experience in a related work environment;
- Minimum 1-year experience in a supervisory capacity;
- Knowledge of aquatics an asset i.e. various programs available, aquatic sport, etc.;
- Knowledge of Alberta Employment Standards and HR administration practices;
- Knowledge of municipal government and administration of public recreation facilities an asset;
- Knowledge of booking/POS software (CLASS, Activenet, MaxGalaxy, BookKing, etc.);
- Knowledge and application of occupational Health & Safety regulations and risk management;
- Basic Accounting, cash handling, preferably in a similar work environment;
- Loss prevention/inventory control experience would be an asset;
- Proficient computer skills (Word processing, Spreadsheets, Email, Internet, etc.);
- Demonstrate ability to work well independently and as part of a team;
- Independent decision making, problem solving, and analytical skills;
- Demonstrate ability to work with limited direction and/or supervision;
- Ability to work with constant change and setting own work priorities;
- Strong written and verbal communication skills;
- Demonstrated superior customer service and a high level of professionalism in public relations;
- Strong time management, planning, and organization skills with attention to detail, and an emphasis on customer relations and service;
- Demonstrated conflict management skills;
- Ability to work well with external customers, facility users, volunteers, off-site staff, etc. of all ages, backgrounds, and abilities;
- Ability to work flexible hours (Evenings, weekends, holidays), shift work and split shifts as operations require;
- Comfortable working at all times in a warm, humid, and loud environment;
- Moderate exposure to gases, pool chemicals, cleaning solvents, and other controlled substances;
- Comfortable working around water;
- Must submit a Driver's Abstract, Criminal Record Check, Child Welfare Check, and Medical Assessment that meets the satisfaction of the County.

**Salary range: \$62,545.60 to \$80,953.60 annually**

- Lac La Biche County offers a comprehensive and competitive benefits package, including:
  - 100% Employer paid Health and Dental Benefits
  - Employee and Family Assistance Plan
  - Local Authorities Pension Plan
- Competition Number: 40-CSRTL-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.