



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

### **Customer Service Representative – Pool** **Part Time Permanent Position**

As the first point of contact with customers, this position is responsible for promoting Portage Pool'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, answering telephones and providing updates regarding aquatic services in Lac La Biche County. Superior customer service, assertiveness, ability to multi-task and computer proficiency is essential for success in the position.

#### **Responsibilities:**

- Meets, greets, and directs facility patrons and visitors either personally or by telephone;
- Oversees operations of the front desk at Portage Pool; responsible for selling admissions, memberships, merchandise, and completing program registrations and processing payments;
- Enforces admission and supervision policies and procedures; tracks bather load totals;
- Promotes aquatic services, programs and amenities; possesses knowledge and/or resources pertaining to programs offered at the Bold Center and throughout Lac La Biche County;
- Compiles suggestions or feedback from users and forwards to appropriate staff;
- Maintains professional and positive public relations with users and the general public;
- Ensures the front desk, foyer and viewing area are organized and presentable, stocks additional supplies required;
- Completes shift cash outs and balancing of till;
- Records swim assessment and course grades in Activenet;
- Prints course rosters and facility schedules as required;
- Ensures pertinent waivers, consent forms and Par-Q's are completed by customers at the time of registration;
- Provides front line response to complaints and incidents; seeks guidance and support from supervisor/coordinator as needed;
- Performs first aid and responds during emergencies as required;
- Completes and submits incident/accident forms as required
- Performs other duties as assigned by Aquatics Services Supervisor or designate;
- Stacks chairs, cleans tables, changes craft paper, sweeps and mops front viewing area throughout shift and at the end of the night;
- vacuums vestibule, mops boot racks, and other shared cleaning duties as required.

#### **Qualifications:**

- Grade 12 education or equivalent;

- Certificate or diploma in Office Administration or related field preferred
- Current First Aid & CPR certification
- Customer service training would be an asset
- Previous work experience in an aquatic/recreation centre or similar setting preferred
- Knowledge of cash handling, financial procedures, and loss prevention
- Knowledge of municipal government and administration of aquatic/recreation facilities
- Knowledge of booking/recreation software (CLASS, Activenet, MaxGalaxy, BookKing, etc.)
- Superior customer service and a high level of professionalism in public relations
- Demonstrated organizational and time management skills
- Demonstrated ability to work well independently and as part of a team
- Independent decision-making, problem-solving and analytical skills
- Demonstrated ability to work under pressure with constant distractions
- Ability to work with constant change and setting own work priorities
- Strong written and verbal communication skills
- Proficient computer skills (word processing, spreadsheets, email, internet)
- Ability to work extremely flexible hours (evenings, weekends, holidays), shift work and splits shifts as business requires
- Comfortable working at all times in a warm, humid and loud environment
- Exposure to eye strain and injury spending long hours seated
- Exposure to hostile, disgruntled patrons
- 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 \$20.39 to \$29.57 hourly**

- Lac La Biche County offers a comprehensive and competitive benefits package, including:
  - Pro-Rated Employer Paid Health and Dental Benefits
  - Employee and Family Assistance Plan
  - Local Authorities Pension Plan
- Competition Number: 57-PCSR-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.