



Job Description

Customer Service Representative 2 (CSR2)

Nelson & District Community Complex
Regional District of Central Kootenay

TITLE OF IMMEDIATE SUPERVISOR: Customer Service Representative 3 (CSR3)

TITLE OF IMMEDIATE SUBORDINATES: Customer Service Representative 1 (CSR1)

DEPARTMENT: COMMUNITY SERVICES – Recreation

SUMMARY OF POSITION:

Under the general supervision of the Manager of Recreation and/or designate, the CSR 2 is responsible for the relief position of the CSR 3 and is a member of the customer service team of the Community Complex. The CSR 2 will provide direction to the CSR 1 staff and enable them to provide excellent customer service, provide up to date information to customers and provide effective cash handling.

TASK DESCRIPTION:

1. Duties as outlined in CSR 1 job description.
2. Training of CSR 1's.
3. Ensure the customer service area is maintained at a high level of professionalism in conduct and behavior.
4. Support CSR 1's to ensure that customers are served in an effective and efficient manner.
5. Support CSR 1's to ensure they are providing up to date information to customers, user groups and staff.
6. Ensure customer service area is clean, organized and clutter free.
7. Maintain a high level of organization to ensure information is easily accessible to staff.
8. Maintain thorough knowledge of NDCC services, policies and procedures.
9. Provide holiday relief to the CSR 3.
10. Troubleshoot system computer problems.
11. Call in for service of office equipment.
12. Administer contracts for social and non-sport bookings by individual customers.
13. Take regular bookings.
14. Ensure CSR 1's are trained and able to take casual bookings for meeting rooms and other facilities as required.
15. Prepare facility contracts as required.
16. Make account adjustments as required.
17. Participate in CSR 1 interview and selection process.
18. Adjust staff schedule as required.
19. Receive, reconcile and prepare deposits as required.
20. Balance petty cash reimbursements and replenish as required.
21. Prepare and print individual day passes.
22. Ensure NDCC phone information system is kept up to date with current program and schedule information.

REQUIRED QUALIFICATIONS

- Minimum of a high school graduation or GED, preferably supplemented by business or secretarial school training.
- Minimum of two years of clerical, reception or secretarial experience in an office environment.
- Training and experience in a computerized work environment.
- High level knowledge in Recreation Software, POS, registration and Pass Sales, MS Office.
- Experience or knowledge relating to recreation facilities.
- Standard First Aid with CPR and AED.
- Satisfactory Criminal Record Check.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Able to handle a wide range of clerical and customer service activities in areas such as office administration, data entry, customer service and accounting.
- Superior customer service and verbal and written communication skills.
- Skill and ability to deal courteously and effectively with the public, using tact and good judgement.
- Ability to problem solve and perform tasks of some complexity under minimal direction but with a consultative team approach.
- Proven ability to provide leadership, supervision and training.
- Positive and highly motivating leadership style.

ACCEPTANCE:

I have read and discussed the expectations for this position. The associated tasks have been explained to me by my direct supervisor and I am prepared to accept these responsibilities.

_____	_____	_____
Employee Name	Employee Signature	Date
_____	_____	_____
Employer Representative Name	Employer Representative Signature	Date