



# Job Posting

Nelson & District Community Complex  
Nelson, BC

## CUSTOMER SERVICE REPRESENTATIVE 2 (CSR2)

**Regular, Benefitted Position**  
**25-40 Hours per Week**

*The RDCK is an equal opportunity employer*

The Regional District of Central Kootenay (RDCK) is seeking a highly motivated individual for the regular, benefitted Customer Service Representative 2 (CSR2) position at the Nelson & District Community Complex.

The CSR 2 is a member of the customer service team, supporting the CSR 3 in providing overall guidance, supervision and training of the CSR team and will act as relief for the CSR 3 in their absence. The CSR 2 will provide direction to the CSR 1 staff to enable them to provide excellent customer service, provide up to date information to customers, and provide effective cash handling.

### REQUIRED QUALIFICATIONS & EXPERIENCE:

- 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.
- proven ability to provide leadership, supervision & training

### MORE INFORMATION & HOW TO APPLY:

The CSR2 position is a regular, benefitted position.

Applicants should be available to work a varied work schedule of between 25-40 hours per week, including day, weekends and evening shifts.

This is a union position and the rate of pay is \$23.18 per hour as per the Collective Agreement between the RDCK and CUPE Local 2262.

This posting along with a detailed job description can be found on our website at [www.rdck/jobs](http://www.rdck/jobs).

To apply please complete our online form which can be found here: [Employment Application](#).

Applications in the form of a resume & cover letter detailing qualifications & experience relevant to the position will be accepted until **9:00am on January 26, 2024**.

*Thank you for your interest in working with the Regional District of Central Kootenay. All submissions will be acknowledged although only those individuals shortlisted to participate in the interview/testing process will be contacted. This posting may be used to fill other similar positions within the RDCK over the next six months.*

**For more information contact:**

humanresources@rdck.bc.ca | 250.352.8150  
or visit [rdck.ca/jobs](http://rdck.ca/jobs) to apply