



Job Description

Customer Service Representative 1 (CSR1)

Creston & District Community Complex
Regional District of Central Kootenay

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

TITLE OF IMMEDIATE SUBORDINATES: n/a

DEPARTMENT: COMMUNITY SERVICES – Recreation

SUMMARY OF POSITION:

Under the general supervisor of the CSR 3 or designate, the CSR 1 is a member of the Customer Service Department of the Community Complex. Duties include the various duties of the Customer Service Desk that include but are not limited to collection of admissions, accepting casual bookings and processing program registrations. The employee must exercise care in routine dealings with other employees and provide assistance to customers using the facilities.

ROLE AND RESPONSIBILITIES:

1. Accept admission, rental and program drop in fees and sell available products and services. Compile necessary facility statistics; provide passes and refunds as directed by approved policy/procedure or as directed by the supervisor/manager.
2. Provide facility booking information and date availability to clients. Prepare facility rental contract agreements and administer their distribution and collections, as directed by the supervisor/manager or designate.
3. Register patrons for all Community Complex programs and assist clients with course selections, transfers and cancellations.
4. Perform accurate daily cash balance, maintain current price lists for facility products and services, cash out at end of each day to prepare daily cash sheet ensuring accurate accountability of monies received.
5. Answer telephone and in-person inquiries to communicate all Community Complex programs, schedules, policies and program changes to customers, maintaining excellent public relations and ensuring effective use of time and resources.
6. Assist and inform public and staff with helpful information regarding RDCK facilities, recording and forwarding telephone messages, matching client needs to RDCK and Community Complex services and/or products in an effort to complete sales transactions.
7. Assist in various duties including preparation of correspondence, documents, ordering supplies, automated information line and the assistance in emergency and/or first aid situations in a timely matter.
8. Respond to frequent interruptions and constant inquiries from the public, other organizations and RDCK employees while carrying out other tasks.
9. Perform other related tasks as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Cash handling experience.
- Ability to communicate effectively with the public and staff, using tact and diplomacy.
- Demonstrated ability to work with minimal supervision and be an effective team player.
- Demonstrated time management skills and ability to prioritize workloads.
- Experience working in a front line working environment.
- Minimum one year experience creating and updating documents using Word, Excel, Outlook.
- Valid B.C. Drivers License would be considered an asset.
- Satisfactory Criminal Record.

PREFERRED QUALIFICATIONS:

- Grade 12 or equivalent.
- Experience using recreation software.
- Standard First Aid.
- Basic CPR with AED.
- Knowledge of RDCK service

PHYSICLA DEMANDS:

- Prolonged standing.
- Constant movement, including stooping, bending, reaching, twisting and kneeling.
- Constant low level noise.
- Exposure to crowds.
- Occasional lifting up to 18 kg.

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