



Job Description

Customer Service Representative 1

Castlegar & District Community Complex

Regional District of Central Kootenay

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

TITLE OF IMMEDIATE SUBORDINATES: Could vary by assignment

DEPARTMENT: COMMUNITY SERVICES – Recreation

SUMMARY OF POSITION:

Under the general supervision of the CSR 3, the CSR 1 is a member of the Customer Service Department of the Castlegar & District Community Complex. The CSR 1 performs a variety of duties at the Customer Service Desk that include, but are not limited to, providing assistance to the public using the facility, collection of admissions, accepting casual bookings and processing program registrations. The employee must exercise care in daily activities and communicate effectively with the public and staff.

Success in this position requires a high degree of flexibility and an ability to work varying schedules to meet operational requirements.

ROLE AND RESPONSIBILITIES:

As a member of the Customer Service team, responsibilities include, but are not limited to:

1. Accept admission, rental, program, and drop in fees and sell available products and services. Provide refunds/passes as per RDCK policy.
2. Provide facility booking information and date availability to clients. Prepare facility rental contract agreements and administer their distribution and collections.
3. Register patrons for programs and assist clients with course selections, transfers and cancellations in an effort to complete sales transactions.
4. Perform accurate daily cash balance, 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 facility programs, schedules, policies and program changes to customers, maintaining excellent public relations and ensuring effective use of time and resources. Record and forward telephone messages as appropriate.
6. Assist and inform public and staff with helpful information regarding community recreation opportunities and services and RDCK facilities, matching client needs to services and/or products.
7. Assist in various duties including preparation of correspondence and documents, compiling of necessary facility statistics, ordering of supplies, maintaining current price lists for facility products and services, and

maintenance of automated information line.

8. Assist in emergency and/or first aid situations in a timely matter.
9. Respond to frequent interruptions and constant inquiries from the public, other organizations and RDCK employees while carrying out other tasks.
10. Perform other related tasks as required.

REQUIRED QUALIFICATIONS AND EXPERIENCE:

- High school diploma or equivalent.
- Standard First Aid, Basic CPR with AED.
- Cash handling experience.
- Experience working in a front line, customer service focused working environment.
- Satisfactory Criminal Record.
- Experience with Recreation Software (POS, Registration, Bookings) would be considered an asset.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Demonstrated ability to create and update documents using Word, Excel, Outlook and Publisher
- Ability to work with minimal supervision and exercise considerable independence of judgment.
- Demonstrated time management skills and ability to prioritize work loads.
- Ability to communicate courteously and effectively with the public and staff, using tact and diplomacy.
- Demonstrated ability to be an effective team player.

PHYSICAL DEMANDS:

- Prolonged Standing.
- Constant movement, including stooping, bending, reaching, twisting and kneeling.
- Occasional exposure to high noise levels.
- 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