



# Job Posting

Nelson & District Community Complex  
Nelson, BC

## CUSTOMER SERVICE REPRESENTATIVE 1 (CSR1)

Regular—Benefitted

*Internal Posting*

Under the general supervision of the CSR 3 or designate, the CSR 1 is a member of the Customer Service Department of the Nelson and District Community Complex (NDCC).

Duties include monitoring the Customer Service Desk, the collection of admissions and processing program registrations. The employee must exercise care in routine dealings with other employees and provide assistance to customers using the facilities.

### REQUIRED KNOWLEDGE, SKILLS & 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

This is a great opportunity to continue growing your career with the Customer Service Team at the Nelson & District Community Complex.

This is a regular position with working 25 to 40 hours per week, as per operational needs. Success in this position requires a high degree of flexibility and an ability to work varying schedules which will include mornings, day times, evenings and weekends.

This is a union position and the current rate of pay is \$24.89 per hour as per the collective agreement with a comprehensive benefits package.

### REQUIRED TRAINING & 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

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

To apply please complete our online form that 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 **9am November 2, 2026**.