Job Posting

Nelson & District Community Complex
Nelson, BC

CUSTOMER SERVICE REPRESENTATIVE 1 (CSR 1)

Part-Time

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 TRAINING & CERTIFICATIONS:

- 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 KNOWLEGE, 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

The Nelson & District Community Complex is looking to fill two Customer Service Representative 1 positions! These are part-time positions with working up to 24 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 with 15% in lieu of benefits as per the collective agreement.

This posting along with a detailed job description can be found on our website at **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 December 1, 2026.**

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.
The RDCK is an equal opportunity employer.

For more information contact:
250.352.1515 or visit **rdck.ca/jobs**