

Department:

Parks Recreation and Culture

Purpose of the Position:

The Customer Service Representative is responsible for front line Customer Service for the Department of Parks, Recreation and Culture by processing admissions and registration, addressing questions and providing information to the patrons and public; addressing the diverse needs of our community and maintaining high quality service.

Responsible to:

Supervisor, Recreation and Culture

Supervises:

None

1.0 RESPONSIBILITIES:

(The following sets out the principal functions of the position and shall not be considered as a detailed description of all work requirements)

- 1.1 Provide a positive, professional image to the public and promote the mandate of the Department of Parks, Recreation and Culture by responding to customer inquiries (in person, telephone) in a positive and timely manner, ensuring that communication is clear and correct to all members of the community and reporting all customer complaints according to policies.
- 1.2 Maintain a presence at the facility control centre throughout the shift, except for breaks or other assigned duties; responsible for traffic control and use of the facility including implementing schedules and general supervision of patrons in the lobby areas.
- 1.3 Responsible for cash handling related to admissions and registration; balancing cash, recording sales and managing the day to day operations of the Pro Shop such as Pro Shop sales and inventory.
- 1.4 Responsible for the documentation of daily, weekly, and monthly statistics.
- 1.5 Maintain sufficient levels of all information materials for office and patron use, on a daily basis.
- 1.6 Resolve operational conflicts in a swift and professional manner, taking into consideration operations, procedures and customer service standards.
- 1.7 Maintain all Information monitors with updated information/schedules/dressing room assignments to ensure effective communication and information messages to the public.
- 1.8 Maintain facility schedules relating to rental times to ensure accurate changeovers, assist with setup/tear down of facilities for programs, special events and rentals, be the onsite contact for rentals and programs in the

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Customer Service Representative

facility and be responsible for general cleanliness of reception, general and program areas.

- 1.9 Assist, as required, with providing applicable information for the Department's various promotional documents, including but not limited to the Leisure Guide.
- 1.10 Be knowledgeable about all Department Programs, Facilities and Parks and respond in a positive manner to questions and inquiries from the public, and assist with the upkeep of display cases and information TVs.
- 1.11 Ensure that all Health Regulations are adhered to regarding patron numbers and bather load.
- 1.12 Comply with all Health and Safety regulations, procedures and security measures while undertaking their duties and shall ensure the public and staff are aware of guidelines where infractions are observed or as required to follow emergency procedures.
- 1.13 Advise the Manager, Community Recreation and Culture and the Supervisor, Recreation and Culture or Manager, Parks and Facilities respectively of any problems related to equipment, maintenance, programs or public inquiries.
- 1.14 Adhere to high standards of ethical behaviour and demonstrate their understanding that their personal actions impact the public's perception of the Municipality.
- 1.15 Perform other duties as assigned by the Manager, Recreation and Culture and Supervisor, Recreation and Culture or designate.

2.0 KNOWLEDGE, QUALIFICATIONS, SKILLS AND ABILITIES:

Knowledge

- 2.1 Secondary School Diploma preferred.
- 2.2 Proficiency in computer software applications, knowledge of ActiveNet recreation software an asset.
- 2.3 Health and Safety Training including Standard First Aid, CPR "C" with AED and WHIMIS required.
- 2.4 Cash handling and Point of Sale (POS) experience preferred.
- 2.5 Willingness to obtain required HIGH FIVE ®: Principles of Healthy Child Development.

Skills and Abilities

- 2.6 Strong organization and time management skills, with ability to function in a fast pace, multi-task environment.
- 2.7 Demonstrated ability to resolve issues in a professional and courteous manner.
- 2.8 Verbal and written communication skills including courtesy and tact.
- 2.9 Customer Service, computer and Interpersonal skills.

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2.10 Alertness and observant of surroundings.

3.0 OTHER:

3.1 Availability and flexibility to work days, evenings and weekends;

3.2 Valid and satisfactory Vulnerable Sector Check.

3.3 Professional appearance at all times.

3.4 Maintain a safe and clean environment.

4.0 WORKING CONDITIONS:

4.1 Continuous standing and/or walking.

4.2 Rarely requires heavy lifting/dragging.

Employment Terms:

Hours:

Varied Part-time, Monday through Sunday, between the hours of 5:45 am to 9:00 pm, with occasional hours outside of that time frame to accommodate for extended rentals or events.

Compensation:

\$16.69/Hour

Benefits:

Enrolment in the Municipal Pension Plan (OMERS) in accordance with the OMERS eligibility and contribution guidelines.

Application process:

Please submit your cover letter and resume Online: www.porthope.ca / Your Municipal Government / Careers / Click on "View Job Opportunities + Apply Online"

Interviews:

Applicants will be reviewed, and interviews will be schedule on an ongoing basis based on operational requirements.

The Municipality of Port Hope thanks all applicants for their interest in the position; however, only those candidates selected for an interview will be contacted. Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and is used to determine eligibility for potential employment. The Municipality of Port Hope is an equal opportunity Employer. Work accommodations are available, upon request, in the recruitment process for applicants with disabilities.