



POSITION DESCRIPTION

POSITION TITLE: Customer Service Associate

GENERAL SUPERVISOR: Aquatics Supervisor / Recreation Supervisor

EMPLOYEE GROUP: Management / Non-Union

POSITION SUMMARY:

- Customer Service Associates are responsible for front line customer service and reception duties at recreation facilities within the Town of Fort Frances.

DIRECTION RECEIVED:

- Works under direction and supervision of the Aquatics Supervisor and Recreation Supervisor

DIRECTION OF OTHERS:

- The Customer Service Associate does not have any direct supervisory responsibilities but may provide task direction to others on occasion.

GENERAL RESPONSIBILITIES:

- Ensures an exceptional customer experience for all visitors to the Memorial Sports Centre (MSC).
- Addresses general inquiries from members of the public and helps to address any issues or concerns that may arise.
- Provides in-depth and up-to-date information on the Centre's programs, policies, procedures, events, and activities.
- Assists patrons and processes all transactions associated with all aspects of program registration, facility booking, and membership purchase/renewal.
- Champions and promotes the Memorial Sports Centre and its programming to help engage the public, drive interest, and to increase overall participation levels throughout the facility.
- Answers telephones and provides direction to customers as required; responding to all inquiries in a timely manner.
- Follows all daily cash handling/cash out procedures, including the preparation of the daily deposit reconciliation, while ensuring accuracy and thoroughness throughout.
- Maintains a safe and clean working environment for coworkers and the general public, including identifying and immediately reporting any safety hazards or

damage to the facility or equipment.

- Communicates and interacts effectively with other facility staff and coworkers.
- Completes all opening and closing duties, as per established procedures.
- Assists in the maintenance of an organized and effective filing system.
- Completes other duties as assigned.

EDUCATION AND QUALIFICATIONS:

- Secondary School Diploma
- Six (6) months of relevant experience in a customer-facing role.
- Experience providing front line customer service.
- Experience handling cash and completing related administrative duties.
- Customer-service orientation with the ability to handle difficult situations tactfully and professionally.
- Demonstrated problem-solving skills and the ability to work well both independently and in a team setting.
- Demonstrated ability to effectively multi-task and handle changing priorities.
- Strong organizational skills and attention to detail.
- Proficient with computers and associated software applications (MS Office, etc.).
- Previous experience operating a Point of Sale (POS) terminal would be considered an asset.
- Previous experience using booking and registration software. (i.e. CLASS or ActiveNet) would be considered an asset.
- A satisfactory Criminal Record Check will be required as a condition of hire.
- Demonstrated ability to establish effective working relationships with fellow employees and the general public, as well as the ability to work independently and as part of a team.

EFFORT:

- Office and clerical work require concentration for short to moderate periods of time. Work is subject to continuous interruptions and priority shifts.
- Critical demands relate to short timelines to meet deadlines for assignments.
- Muscular and sensory strain along with sensory exertion for moderate to long periods while inputting data via keyboard.
- The employee must occasionally lift and / or move up to 25 pounds.

WORKING CONDITIONS:

- The hours of work is 25 hours per week, with the possibility of additional hours when covering other shifts.
- Must have availability to work daytime, evening and weekend shifts.
- On rare occasions, work out of town may be required while attending courses, meetings, or seminars.
- The incumbent spends 95% of the most workdays indoors in a climate controlled, open public space. They seldom face unpleasant outdoor conditions, except for occasional trips to buy items or when having to collect mail from the Civic Centre.
- Occasional exposure to minor disagreeable conditions, such as noise, and occasional difficult behavior from clients