



THE CORPORATION OF THE TOWNSHIP OF CENTRE WELLINGTON

CUSTOMER SERVICE REPRESENTATIVE TEMPORARY PART TIME (12 MONTH CONTRACT) COMMUNITY SERVICES – RECREATION SERVICES & COMMUNITY DEVELOPMENT

The Customer Service Representative is responsible for providing front desk reception, registration, and information services to ensure public access to programs and facilities. This position provides clerical and support services to ensure that systems and procedures are maintained for the effective operation of programs and facilities. This position will work at the Township of Centre Wellington Community Services customer services desks, including the Centre Wellington Community Sportsplex, Jefferson Elora Community Centre, Victoria Park Senior Centre, and the Fergus Grand Theatre.

Major Duties & Responsibilities:

- Greet visitors and respond to inquiries by telephone, email and in-person. First point of contact that community service patrons, users, and the public have with the department. Treat all inquiries with discretion, respect, and courtesy.
- Process admissions, memberships, program registration, and product sales.
- Provide information regarding community services, programs, and facilities. Refer details and special requests to appropriate staff.
- Explain services, programs, events, and the use of facilities.
- Maintain awareness of staff whereabouts at all times so that prompt contact can be made between program and facility providers.
- Use of required computer programs to ensure accurate patron and facility management (i.e., inputting program and/or event information, registrations, and related problem solving). Thorough knowledge of software programs and its application to users, patrons, and the public is required.
- Maintain reliable records and documents that track the uses, times, locations and management of bookings, schedules, registrations, and program attendance.
- Assist in creating and proofreading marketing material, both in print and online.
- Maintain information Kiosks (in print and digital formats) with updated community service brochures and notices.
- Maintain inventory and order office and programming supplies as needed.
- Provides scheduling and regular communications to part-time Customer Service Representatives.
- Assist and collaborate with other staff and volunteers in all aspects of job duties.
- Responsible for customer service desk cash handling and end of shift reconciliation.
- Assist in maintaining the department website and support the promotion of the department's activities.
- Provide back-up administrative support in all Community Services Divisions at all times the Department is open for business (i.e. facility bookings, etc.).
- Maintains skills and knowledge at with continuous training and development through courses and workshops offered throughout the course of employment.
- Assist with opening and closing facilities and perform facility checks if required.
- Assist with the set up and take down for programs and events as needed.
- Assist staff, volunteers, and conveners with a variety of duties.
- Perform other related duties that are assigned by the Department Manager or their delegate.
- Support all staff within Community Services as required.

QUALIFICATIONS:

- Ontario Secondary School Diploma (or equivalent), or an equivalent combination of training and customer service experience.
- Previous experience working in a customer service environment.
- Strong computer skills (Microsoft office suite, registration software)
- Excellent communication skills
- Clerical and office administration skills
- Knowledge of the Township of Centre Wellington operations, its programs and facilities, and people to contact for assistance is an asset.
- Knowledge of the connection between township and community activities, attractions and events is an asset.
- Ability to work independently without direct supervision as well as part of a team.
- Flexible to work in several locations within the Township.
- Ability to adapt to unpredictable changes in the workplace.
- Communication and public relations skills and the ability to convey a welcoming tone to telephone enquiries and visitors.

- Excellent customer service skills.
- Must hold or be willing to obtain a current Emergency First Aid, and CPR & AED certification.

Hourly Wage: \$22.64 per hour [2024 rates]

How to Apply: Interested applicants are invited to submit their cover letter and resume combined in one document in MS Word or PDF format by email to careers@centrewellington.ca by October 31, 2024, at 11:59 p.m. Please quote job posting '2024-042' in the subject line.

To learn more about the Centre Wellington community and the requirements for this position, please visit the Township's web site at www.centrewellington.ca and search the Job Opportunities link. The successful candidate will be required to provide proof of current and valid certificate(s) and/or educational qualifications. We thank all those that apply; however only those candidates selected for an interview will be contacted. No phone calls please.

Information gathered relative to this position is done so in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will only be used for candidate selection. Accessibility accommodations are available for all parts of the recruitment process. Applicants must make their needs known in advance.