



THE CORPORATION OF THE TOWNSHIP OF CENTRE WELLINGTON

CUSTOMER SERVICE REPRESENTATIVE PERMANENT, PART TIME

The Customer Service Representative is responsible for providing front desk reception, registration, and information services in line with public access to programs and facilities at the Centre Wellington Community Sportsplex as well as Victoria Park Seniors Centre (VPSC) and may include back up support for other Community Services divisions such as the Fergus Grand Theatre or the Tourism office.

The Customer Service Representative provides clerical and back up services to ensure that systems and procedures for managing and supporting programs and facilities are kept up to date.

Key Major Responsibilities:

Duties include but not limited to:

- Answer telephone and greet visitors. First point of contact that community service patrons, users and public have with the department. Treat all enquires with discretion, respect, and courtesy.
- Process admission, membership, program, 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.
- Skillful operation of the recreation software computer program to ensure accurate patron management. Thorough knowledge of the software and its application to users, patrons and the public, training, updating, and problem solving.
- Maintain reliable records and documents that track the uses, times, locations and management of bookings, schedules, registrations, program attendance etc.
- Assist in proofreading all sections of the Community Guide. A publication that is being continuously updated to keep pace with the community activities as well community service programs, events, and facilities.
- Maintain information kiosks (in print and digital formats) with updated community service brochures and notices.
- Order supplies and publications as needed.
- Schedule programs assigned by Supervisor as well as coordinating the room assignment.
- Review and proofread minutes, calendar, and Community Guide.
- Responsible for front desk cash handling and end of shift reconciliation.
- Reconcile Visa, petty cash & lunch revenue/expenses
- Assist Customer Service Clerk in maintaining departmental website.
- Performs other related duties that are assigned by the Manager and other staff within Community Services.
- Provide backup to ensure that all customer service functions are covered at all times that the department is open for business.
- Perform facility checks each morning and afternoon.
- Open and closing of building when required.
- Set up and take down for programs and events.
- Assist volunteers and conveners with a variety of issues.
- Assist with volunteer duties when required.
- Assist Seniors Volunteer & Membership Coordinator with recording statistics and bank deposits while on vacation.
- General housekeeping duties as required.

Hours of Work:

- This position works a minimum of 22.5 hours per week to less than 35 hours per week on average over 52 weeks per year.
- Monday to Friday: 8:30 a.m. to 4:30 p.m.; 4:00 p.m. to 8:15 p.m.; OR 12:30 p.m. to 8:15 p.m.
- Saturday and Sunday 11:30 a.m. to 3:45 p.m.
- Occasional Statutory holidays.

Minimum Qualifications and Requirements:

- Ontario Secondary School Diploma (or equivalent)
- Minimum of three (3) months' work experience with direct public and customer contact.
- Excellent knowledge of applicable computer software programs.
- Good office administration skills.
- Knowledge of the Township of Centre Wellington, its programs and facilities, people to contact for assistance and the connection between Township and community activities and events is an asset.
- Ability to work alone, independently without direct supervision and as part of a team.
- Excellent 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 First Aid, and CPR & AED certification.
- Must be able to lift and carry up to 15 kg.

Hourly Rate: \$20.35 per hour [2023 rates]

How to Apply: Township of Centre Wellington, 1 MacDonald Square, Elora, ON N0B 1S0
via email to: careers@centrewellington.ca

Deadline to Apply: Friday, March 10, 2023, at 4:00 p.m.

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. Please submit your cover letter and resume in one document in .PDF format and indicate the position title in the subject line of email. 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.