

Squamish-Lillooet Regional District*
Pemberton and District Recreation Department

Customer Service Representative
Job Description

Title of Position: Customer Service Representative	
Title of immediate supervisor Recreation Services Manager	Titles of positions reporting to this position n/a
Status (full time, part-time, temporary) Full-Time	70 hours bi-weekly
Job summary	
<p>The Customer Service Representative's role is to act as the first point of contact with the public at the Community Centre. Primary duties include customer service, digital / print marketing, registration services, assisting program leaders as needed and set up and take down of rooms for events and activities.</p>	
Typical Duties	
<ul style="list-style-type: none"> • Provides information to the public and others over the telephone or at the counter, referring difficult or unusual problems to a supervisor. • Provides registration services. • Sorts, checks and maintains office records such as files, invoices, office supplies, receipts and bills. • Designs and formats digital and print marketing pieces. • Supports room set-up and takedown for programs and rentals. • Provides assistance during Special Events. • Operates office equipment, such as computers, photocopy and fax machines. • Maintains customer database. • Maintains client records. • Minor cleaning and room preparation. • Performs data collection and entry. • Assists other staff in performing their duties. • Performs related duties as required. 	
Job Requirements (Skills and Qualifications)	
<ul style="list-style-type: none"> • Grade 12 diploma supplemented by post-secondary education or minimum of two years of progressively responsible and diversified administrative experience in a related field. • Ability to communicate effectively orally and in writing. • Ability to understand and effectively carry out oral and written instruction. • Some independence in judgement taken in performing the duties of the position. • Knowledge of current office practices, procedures and equipment operation. 	

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- Ability to maintain records and make arithmetical calculations rapidly and accurately.
- Basic knowledge of filing, indexing methods and record keeping.
- Ability to answer the telephone and provide accurate, factual information.
- Good interpersonal and public relation skills.
- Emergency First Aid Certificate and CPR Certificate.
- Experience working in a busy customer service environment.
- Knowledge of computer office, design, website applications and database applications.
- Clear criminal record check.
- Valid Class 5 driver's license.

Demands of the Position

- Ability to communicate effectively and work within a group.
- Excellent verbal and written communication.
- Strong customer service skills.
- Good organizational skills and the ability to multitask.
- Physical capabilities to carry out the duties of the position.

Equipment, Machines & Tools Used

- Computer, office/registration software, fax machine and photocopier.

* Please note that the management of the Pemberton and District Recreation Service will be transferred from the Squamish-Lillooet Regional District to the Village of Pemberton effective June 1, 2019. As such, the successful candidate will become an employee of the Village of Pemberton at June 1, 2019.