



Making life better in King

THE CORPORATION OF THE TOWNSHIP OF KING JOB DESCRIPTION

JOB TITLE: Customer Service Representative - PT **CLASSIFICATION:** Part-time Contract

DEPARTMENT: Community Services

SALARY LEVEL: \$19/hour

LOCATION: Various Community Centres throughout King Township

JOB PROFILE:

Function:

Working within a multi-faceted team environment, the Customer Service Representative staff is responsible for providing quality customer service to all patrons, user groups, visitors and members of the public that enter Community Services facilities. The incumbent in this position will be responsible for responding to general inquiries from the public, facility users and program participants in a timely and efficient manner. It will include the processing of admissions, registrations, facility bookings and memberships. This position will work with other department staff to oversee facility cash handling duties, maintain stock of facility/program information and flyers, and provide administrative support as required to all areas of the department.

Reports to:

- Supervisor of Active Living & Aquatics

Supervision Responsibilities:

- None.

Duties and Responsibilities:

- Provides front line customer service and general information to the public regarding the Township of King and Community Services department including information pertaining to program, registrations, facility bookings, swim and skate times, memberships and community group contracts and refer detailed inquiries to the appropriate staff.
- Address customer concerns with minimal assistance and escalate issues to Coordinators and Supervisors when appropriate.
- Assist with program registration including transfers, processing fees, maintaining appropriate class lists, assisting registrants with alternate choices, preparing confirmation of enrolment notices and all associated reconciliation of funds.

- Perform cashier duties for facility admissions and expenses, memberships, registrations, events, and facility booking including recording money received, using a POS system, making change/processing credit/debit card payments and balancing cash.
- Follow all cash handling and deposit procedures in accordance with the Township of King Policies and Procedures
- Listen to and respond to voicemail messages left in the main facility mailbox (Trisan Centre, TWRC), as required.
- Performs other duties as assigned.

Education/Experience:

- Ontario Secondary School Diploma (Grade 12).
- Working knowledge of Microsoft Office skills (e.g., Word, Excel, Outlook) with the ability to manipulate data and create spreadsheets.
- Working knowledge of Xplor Recreation Registration Software considered an asset.
- Excellent communication (both oral and written), organization and problem-solving skills, with excellent decision-making capabilities.
- The ability to communicate effectively with all levels of staff, stakeholders, and the general public.
- Valid First-Aid, CPR-C, WHMIS, HIGH FIVE Certification an asset
- A team player with excellent interpersonal skills and the ability to coordinate and guide the work of other departmental staff.
- Ability to analyze problems, identify alternatives and make recommendations to implement procedures and policies.
- Ability to maintain strict confidentiality and unquestionable integrity.
- Cash handling experience.
- Ability to multi-task and adapt to changing priorities. Easily accepts changes in task requirements.
- Works effectively in a fast-paced environment and is open to frequent task requirement changes.

Conditions of Employment:

- Work involves mental and visual concentration with frequent interruptions.
- Available to work flexible hours and shifts including early morning, evening, and weekend shifts.
- Required to submit a vulnerable sector screening