



## THE CORPORATION OF THE TOWNSHIP OF KING JOB DESCRIPTION

<b>JOB TITLE:</b> Customer Service Representative – Community Services	<b>CLASSIFICATION:</b> Contract (12-Months)
<b>DEPARTMENT:</b> Community Services	<b>SALARY LEVEL:</b> \$19.00/hour
<b>LOCATION:</b> Various Community Centres throughout King Township	

### JOB PROFILE:

#### Function:

Working within a multi-faceted team environment, the Customer Service Representative is responsible for providing quality customer service to all patrons, user groups, visitors and members of the public that enter Community Services' facilities. Functions will include responding to and/or directing all telephone and counter inquiries, receiving/processing program registrations, processing facility admission fees and providing accurate and timely information to the public, program participants and staff. It will also include processing membership applications, processing all revenues received, balancing daily revenue and facility bookings inquiries. 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:

##### Program/Facility Registration and Inquiries

- Provides front line customer service and general information to the public regarding the Township of King and the Community Services department including information pertaining to programs, registrations, facility bookings, swim and skate times, memberships, and community group contacts.

- Address customer concerns with minimal assistance and escalate issues to Coordinators and Supervisors.
- 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 bookings 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.
- Perform telephone answering services by responding to inquiries and directing calls to the appropriate staff and/or departments.
- Listen to and respond to voicemail messages left in the main facility mailbox (Trisan Centre), as required.
- Under the direction of the Supervisor collaborates with staff and management with facility inquiries and bookings at Trisan and surrounding facilities within the Township of King, filing and updating ice rentals, boardrooms, and multi-purpose rooms.
- Performs other duties as assigned.

**Qualifications/Experience:**

- Ontario Secondary School Diploma (Grade 12).
- Minimum of one (1) year of previous related experience in an office or recreation setting.
- 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:**

- Requires working in a general office environment
- Work involves mental and visual concentration with frequent interruptions.
- Available to work flexible hours and shifts including early morning, evening, and weekend shifts
- Ability to provide quality customer service to all patrons, user groups, visitors, and members of the public that enter Township of King facilities.

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Department Head: \_\_\_\_\_

Date Approved: \_\_\_\_\_

Supervisor (if applicable): \_\_\_\_\_

Date Approved: \_\_\_\_\_

Incumbent: \_\_\_\_\_

Date Signed: \_\_\_\_\_