

# THE CORPORATION OF THE TOWN OF COCHRANE

## JOB DESCRIPTION

<b>Job Title:</b>	Customer Service Representative
<b>Department:</b>	Community Services Department
<b>Hours of Work:</b>	This is a part-time/casual shift work position. There will be daytime, evening and weekend hours, including split shifts.
<b>Salary:</b>	As per Collective Agreement
<b>Immediate Supervisor:</b>	Director of Community Services
<b>Job Summary:</b>	Independently performs various specialized tasks in accordance with specific procedures and standard practices under general supervision.
<b>Probationary Period:</b>	Six (6) Months

At the Town of Cochrane we offer a wide range of diverse, stimulating and rewarding career opportunities that support and recognize high levels of performance. At the Town of Cochrane, we work strongly to create a challenging yet rewarding environment for our employees to thrive. We invite you to become part of our team that has strong corporate and organizational values, rewarding career paths, challenging opportunities and an engaging and dynamic environment to work in.

We are looking for outgoing, customer focused individuals with proven skills and experience in working in a fast-paced environment to join our Community Services Department.

In this exciting role you will be in constant contact with the general public and community groups. The work involves the provision of assistance and information regarding recreation programs, events, schedules, rentals and fees, as well as processing registration for all recreation programs; receiving and processing cash and other forms of payments and routine clerical support duties. Your time management and organization skills will allow you to work effectively in this busy atmosphere. Your strong communication and relationship building skills will be essential as you provide information and assistance to the public and maintain effective working relationships with all stakeholders. Your ability to work independently, multi-task and take initiative will guide your success in this position.

### **Special Consideration:**

Position demands the ability to interact with the public, including but not limited to children, youth, adults, seniors, and facility user groups.

**Essential Duties and Responsibilities:**

- To perform administrative and clerical related duties in facilities as required.
- Duties also include providing support to Community Services and facility events.
- To provide for the booking, planning, and scheduling of a multitude of rentals and programs.
- Assist with data entry and statistical record keeping.
- Attend all required meetings and trainings.
- Act as a customer service representative for all participants and spectators.
- Communicate any problems, concerns, or suggestions to the supervisor
- Excellent Customer Service skills, good oral and written communication skills.
- Competent skill of using Microsoft Word, Excel, PowerPoint, internet and social media
- Cleaning and organization of the office and personal work space.
- Must be able to type minimum of 35 words per minute.

**Liability, Safety and Control:**

- Shall be familiar with and ensure proper controls of products identified under the Workplace Hazardous Material Information System. (WHMIS)
- Shall ensure that adequate record, logs and recording procedures relating to day-to-day facility operations, maintenance and safety are maintained for all facilities.
- Shall oversee the daily operation of Kiosk at the Tim Horton Event Centre and maintain accurate and efficient records.
- Works in conjunction with the Director and Supervisors in the analysis and resolution of daily delivery of recreational programs.

**Other:**

- Shall promote and maintain appropriate liaison with government agencies, local interest groups, and the public regarding planned activities.
- Other duties as assigned by the Director as they relate to the overall function and delivery of Community Services and the Tim Horton Events Centre.
- Attend and participate in training sessions as scheduled or as requested for and approved.
- Assist in the promotion of Municipal Facilities for maximum use.

**Qualification:**

- Minimum Grade 12 education
- Minimum of one (1) year customer service experience (preferably in a municipal setting), including performing cash receipting;
- Computer and software courses (word processing and spreadsheet applications);
- Minimum typing speed of 35 wpm;
- Must have a valid class “G” Driver’s License.
- Training in WHMIS, First Aid, CPR, or related courses is a definite asset.
- Ability to be flexible and to work independently and in a team environment.
- Competence in oral and written communication.
- Liaison with public in a courteous and professional manner.
- Ability to deliver, understand, read, and follow, written and oral instructions.
- Ability to perform light manual labour, including bending, stooping, and reaching.
- Ability to establish and maintain cooperative relationships with other staff and program participants.
- Proficiency in both English and French is an asset.

Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and is used to determine eligibility for potential employment. In accordance with the Accessibility for Ontarians with Disabilities Act, the Town of Cochrane is pleased to accommodate individual needs of applicants with disabilities within the recruitment process. Please call 705-272-4361 or email the below if you require an accommodation to ensure your participation in the recruitment and selection process.