



## JOB DESCRIPTION

JOB INFORMATION	
<b>Position:</b>	<b>Casual Customer Service Representative</b>
<b>Reports To:</b>	Customer Service Team Lead
<b>Position Type:</b>	<input type="checkbox"/> Full Time Permanent (35 hours) <input type="checkbox"/> Full Time Permanent (40 hours) <input checked="" type="checkbox"/> Part Time Casual <input type="checkbox"/> Part Time Permanent <input type="checkbox"/> Full Time Limited Term (including FT Summer Students) <input type="checkbox"/> Part Time Limited Term (including PT Summer Students)
JOB SUMMARY	
<p>Reporting to the Customer Service Team Lead, the <b>Customer Service Representative (CSR)</b> is responsible for handling and accounting for money, filing, communicating by telephone, and dealing effectively and professionally with the public to assist in the safe operation of the Aquatic facility.</p> <p>The Customer Service Representative shall provide the Aquatic Team with accurate and timely information to ensure facility operations are maintained in an efficient manner. It is the responsibility of the Customer Service Representative to study and keep informed in the field of aquatics to provide information to patrons. This position is also responsible for general cleaning in the front lobby and other areas as needed in the facility.</p>	
ESSENTIAL FUNCTIONS	
Description of the Function	
<p><b><u>Customer Service &amp; Operational Duties:</u></b></p> <ul style="list-style-type: none"> <li>• Welcome patrons at the front lobby, observe unsafe behaviour, and report observations</li> <li>• Answer the telephone, direct calls, and provide information about rates, events, schedules, and programs</li> <li>• Sell aquatic merchandise and understand the product</li> <li>• Collect, record, and process payments, registrations, and confirmations using a computerized system</li> <li>• Process credit/debit card transactions and maintain accurate cash handling for end-of-day balancing</li> <li>• Record statistics as patrons use the facility</li> <li>• Perform general cleaning duties in the front lobby, high-touch points, front desk, admin hallway, and throughout the facility</li> <li>• Receive and ship items to the appropriate personnel (if required)</li> </ul>	
<p><b><u>Administrative &amp; Compliance Responsibilities:</u></b></p> <ul style="list-style-type: none"> <li>• Prepare documents, posters, and other administrative paperwork</li> <li>• Assist with data entry and filing</li> <li>• Attend mandatory training and meetings</li> <li>• Keep all credentials up to date</li> <li>• Follow all facility policies and procedures</li> <li>• Communicate professionally with team members, patrons, vendors, and others</li> <li>• Perform other duties as assigned</li> </ul>	
<p><b><u>Safety:</u></b></p> <ul style="list-style-type: none"> <li>• Requires a professional, cooperative, and positive attitude towards health and safety</li> <li>• Participate in health and safety training moments, meetings, and exercises</li> </ul>	

- Ensure work sites are maintained in a clean, safe manner to protect the safety of self, other Town personnel, and the public
- Report all unsafe or substandard conditions, acts, and events as soon as possible to immediate supervisor

### **COMPETENCIES**

- Learn and perform intermediate first aid procedures
- Prevent dangerous situations by recognizing the signs of emergencies and taking appropriate action
- Perform basic math calculations
- Proficient computer skills and knowledge of software such as Outlook and Microsoft Word
- Practice and encourage safe and professional work behaviours
- Communicate positively, effectively, and professionally with the public, supervisors, and coworkers
- Ability to understand oral and written instructions
- Use discretion regarding confidential matters
- Be punctual and meet all performance requirements, including attendance standards and work deadlines
- Self-motivated and able to work independently, and also work cooperatively within a team

### **REQUIREMENTS, EXPERIENCE, AND EDUCATION**

- Minimum 15 years of age
- Current Intermediate First Aid Certificate (within three years)
- Current CPR C / AED Certificate (within one year)
- No previous experience is required – entry level position

### **WORKING CONDITIONS**

- Required to dress in accordance with facility safety standards
- Adapt to seasonal workload fluctuations
- Variable schedule, including weeknights and weekends as needed