



Job Description

Customer Service Representative 1

Nelson & District Community Complex
Regional District of Central Kootenay

TITLE OF IMMEDIATE SUPERVISOR: Customer Service Representative 3 (CSR3)

TITLE OF IMMEDIATE SUBORDINATES: Could vary by assignment

DEPARTMENT: COMMUNITY SERVICES – Recreation

SUMMARY OF POSITION:

Under the general supervisor of the CSR III or designate, the CSR I is a member of the Customer Service Department of the Nelson and District Community Complex (NDCC). Duties include the various duties of the Customer Service Desk that includes but not limited to collection of admissions, accepting casual bookings and processing program registrations. The employee must exercise care in routine dealings with other employees and provide assistance to customers using the facilities.

ROLE AND RESPONSIBILITIES:

As a member of the Customer Services team, responsibilities include, but are not limited to:

1. Accept admission, rental, program, drop in fees and sell available products and services. Compile necessary facility statistics; provide refunds/passes at CSR's discretion.
2. Provide facility booking information and date availability to clients. Prepare facility rental contract agreements and administer their distribution and collections.
3. Register patrons for all NDCC programs and assist clients with course selections, transfers and cancellations.
4. Perform accurate daily cash balance, maintain current price lists for facility products and services, cash out at end of each day to prepare daily cash sheet ensuring accurate accountability of monies received.
5. Answer telephone and in-person inquiries to communicate all NDCC programs, schedules, policies and program changes to customers, maintaining excellent public relations and ensuring effective use of time and resources.
6. Assist and inform public and staff with helpful information regarding RDCK facilities, recording and forwarding telephone messages, matching client needs to RDCK and NDCC services and/or products in an effort to complete sales transactions.
7. Assist in various duties including preparation of correspondence, documents, ordering supplies, automated information line and the assistance in emergency and/or first aid situations in a timely matter.

8. Capable of handling frequent interruptions and constant inquiries including occasional upset customers. Ability to handle a number of tasks at one time.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- High school Diploma or acceptable equivalent of education and/or experience
- Standard First Aid
- Basic CPR with AED
- Ability to communicate effectively with the public and staff, using tact and diplomacy
- One year experience in Word, Excel, Outlook
- Experience with relevant Recreation Software (POS, Registration, Bookings) an asset
- Cash handling experience
- Ability to work with minimal supervision and be an effective team player
- Knowledge of NDCC services, policies and procedures
- Demonstrate time management skills and ability to prioritize work loads
- Experience working in a front line working environment which is frequently noisy, crowded, requires standing and constant movement with the occasional requirement to lift and handle facility program equipment.

ACCEPTANCE:

I have read and discussed the expectations for this position. The associated tasks have been explained to me by my direct supervisor and I am prepared to accept these responsibilities.

_____	_____	_____
Employee Name	Employee Signature	Date
_____	_____	_____
Employer Representative Name	Employer Representative Signature	Date