

POSITION TITLE**CUSTOMER SERVICE ATTENDANT****DEPARTMENT****CORPORATE SERVICES****SUMMARY OF DUTIES**

The Customer Service Attendant is a key customer relations position for the City in providing exceptional customer service to a diverse general public. The Customer Service Attendant is expected to serve guests promptly, courteously and responsibly and at times independently with minimal supervision. In addition to ensuring positive interactions with visitors, responsibilities will include providing a variety of general information, taking incoming calls, answering general questions and referring inquiries as appropriate. Duties may also include handling materials, stock and cleaning supplies, accepting program registrations and providing light cleaning and maintenance duties in the facility. Hours will depend on the operational requirements and may include weekdays, evenings and/or weekends. Hours are not guaranteed but are scheduled in advance by the Supervisor. However, on occasion, the Customer Service Attendant may be called into work on short notice.

SUPERVISED BY

Manager of Recreation or designate.

EDUCATION

OSSD minimum. 2 years College diploma in recreation and leisure, hospitality or related education is considered an asset.

EXPERIENCE

12 months customer service experience.

MAJOR RESPONSIBILITIES

(The following sets out the principal functions of the position and shall not be considered as a detailed description of all work requirements)

1. Program/Services

- Provide front counter customer service in the Health and Wellness Center and Sugarloaf Marina
- Answer and direct telephone calls and provide information on general inquiries at the counter, including rentals and all other programs and events.
- Accept program registrations and payments.
- Assist with the delivery of recreation programs when required.
- Provide light cleaning and maintenance duties.

2. Human Resources

Not required to supervisor or direct the work of others. Occasionally work procedures or methods may have to be explained to new or inexperienced employees.

3. Financial Resources

- At peak periods will handle large volumes of cash and cheques.
- May be personally responsible for restitution of shortages more than \$80.00.

4. Material Resources

- Carries out work assignments using a variety of office equipment including computer, printer, adding machine, photocopier, cleaning equipment, etc.

SKILL AND EFFORT

5. Knowledge

- Accurate keyboarding skills, basic knowledge of the ActiveNet system and PC with word-processing and excel spreadsheets.
- Knowledge of use of office equipment used.
- Mathematical proficiency required (accounting knowledge an asset).
- Knowledge to process, balance and update daily cash and journal.
- Knowledge of other department services to respond to inquiries.

6. Physical Skill and Effort

- Manual dexterity to operate computer keyboard, calculator, cleaning equipment.
- Endurance and stamina during peak payment periods to stand at the counter.
- The work requires close mental/visual concentration to ensure accuracy.

7. Decision Making and Judgement

- Work is performed under the general supervision of supervisors.
- Procedures are established and policy manuals are available for reference.
- Judgement is exercised in determining appropriate personnel to direct inquiries.

8. Interpersonal Skills/Contacts

Internal:

- With supervisor and staff of own department to receive instructions, exchange information.
- With staff of other departments to receive payments and exchange information.

External:

- Interpersonal skills to communicate effectively with the public and respond to inquiries on a daily basis.
- With the public to receive payments and provide information.

WORKING CONDITIONS

9. Environment

- An indoor office environment with exposure to loud noises, interruptions, lack of privacy and fluctuating temperature.
- Occasional exposure to people who are difficult to deal with.
- May be required to clean washrooms, public areas and/or team rooms which may present exposure to bodily fluids and human waste.

10. Control Over Work Schedule

- Work schedule includes working evenings, weekends and holidays.