



INTERNAL EMPLOYMENT OPPORTUNITY

POSTING DATE: December 10, 2018

CLOSING DATE: December 17, 2018

JOB TITLE:	Customer Service Assistant
DEPARTMENT:	Community Development
FULL/PART TIME:	Part Time
STATUS:	Part Time
RATE OF PAY:	\$22.22 per hour
HOURS OF WORK:	Miscellaneous hours (including days, evenings, & weekends)
COMPETITION NUMBER:	COM- 2018-67-IN

DUTIES

Under the supervision of the Recreation Supervisor - Facility and Sport Tourism or designated supervisor, the Customer Service Assistant registers patrons for programs; and receives and receipts payments; ensures safety and a positive experience for all patrons and ensures the interaction with the patrons is professional and enjoyable.

QUALIFICATIONS

Experience in customer service and processing payments supplemented by knowledge of Recreation or Fitness programming, Standard First Aid Certificate, C.P.R, Level C and AED would be assets (or first aid will be provided on appointment); or sufficient qualifications as determined by assessment. Experience working in a recreation environment is an asset.

Selected applicants will be tested.

TO APPLY

Complete an Application for Promotion or Transfer (saved in Shared directory under "[HR Information\Forms](#)" folder) and provide a cover letter and current resume indicating the position you are applying for by 4:00 p.m. on the closing date, referencing the competition number, by email: recruitment@mountpearl.ca or delivered to Human Resources, 3 Centennial Street, Mount Pearl, NL A1N 1G4.

For a complete job description and qualifications please refer to the City website at <http://mountpearl.ca/jobs/>.

"Safety Begins with ME"

JOB DESCRIPTION

POSITION TITLE:	CUSTOMER SERVICE ASSISTANT
DESIGNATED SUPERVISOR:	Recreation Supervisor - Facility and Sport Tourism
DEPARTMENT:	Community Development

SUMMARY OF FUNCTIONS:

Under the supervision of the Recreation Supervisor - Facility and Sport Tourism or designated supervisor, the Customer Service Assistant registers patrons for programs; and receives and receipts payments; ensures safety and a positive experience for all patrons and ensures the interaction with the patrons is professional and enjoyable.

MAJOR DUTIES & RESPONSIBILITIES:

- Welcome facility patrons in person and over the phone, interact effectively and answer inquiries.
- Register patrons for programs and services, online and in person in accordance with capacity and record information in system.
- Collect and process all fees and issue refunds (cash, debit, credit, cheque); ensure an accurate float.
- Record, verify, distribute and balance all receipts, and balance float at the end of each shift.
- Maintain a current knowledge of Community Development programs, facilities, services and procedures, and answer related inquiries.
- Issue, monitor and extend memberships, issue and ensure appropriate security access to programs.
- Verify rental contracts and payments.
- Schedule fitness orientations in consultation with fitness and recreation departments.
- Operate office equipment.
- Maintain filing systems, prepare notices and sign-up sheets, and replenish registration information and forms.
- Maintain and record statistical information on attendance, registration and participation in programs and activities.
- Adhere to policies, procedures and guidelines pertaining to the department and facilities.
- Maintain current knowledge of external sports groups related to facilities.
- Maintain and retrieve information in accordance with the requirements set forth by the Access to Information and Protection of Privacy Act, 2015, and City information management policies and procedures.

NOTE:

The above statement reflects the duties necessary to describe the principal functions of the job and shall not be considered as a detailed description of all the duties of the job.

JOB DESCRIPTION

QUALIFICATIONS:

Experience in customer service and processing payments supplemented by knowledge of Recreation or Fitness programming, Standard First Aid Certificate, C.P.R, Level C and AED would be assets (or first aid will be provided on appointment); or sufficient qualifications as determined by assessment. Experience working in a recreation environment is an asset.

- Knowledge of cash handling and receipting procedures.
- Knowledge of computers and computer programs such as MS Office Suite, email, etc.
- Knowledge of the organization, procedures, functions and objectives of a recreation facility.
- Knowledge of hazards and safety precautions involved in the work and ability to follow safety protocols.
- Experience and skill in dealing with the public with a demonstrated customer service outlook.
- Skill in accuracy and attention to detail.
- Demonstrated organizational skills.
- Ability to safely perform work under minimum supervision.
- Ability to communicate effectively with members of the public in a responsible and professional manner.
- Ability to establish and maintain cooperative and productive working relationships.
- Ability to contribute as a team player with personal commitment to the City's mission, values and guiding principles and safety.
- Ability and willingness to work day, evening and weekend hours.
- Ability to be bonded and maintain bondability.



Chief Administrative Officer

June 1, 2018