



Manager of Human Resources
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CORPORATION OF THE TOWN OF TILLSONBURG

INTERNAL JOB POSTING

POSITION: Customer Service Representative

DEPARTMENT: Recreation Programs & Business Services

LOCATION: 45 Hardy Ave

STATUS: Part Time (up to 20hrs/week)

REPORTS TO: Business Services Supervisor

GRADE: 6 (\$21.57 to \$26.13/hour)

POSTING #: HR 12.19

POSTING PERIOD: April 3 to April 17, 2019

NOTE: Interested applicants are invited to submit their resumes in confidence to the Manager of Human Resources by 4:30pm on the last day of the posting. All applications must include the posting number.

We thank all applicants for their interest in this position, however, only those to be interviewed will be contacted.

The Town of Tillsonburg is an equal opportunity employer and all information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection.

The Town of Tillsonburg will attempt to provide reasonable accommodation for a known disability for an applicant or employee if requested.

GENERAL STATEMENT OF DUTIES:

Responsible for the daily contact in person and by phone with the public regarding all programs, services and facilities offered by the Community Centre. Customer contact is a major part of the position resolving customer complaints or issues regarding the daily operation of the programs and facilities.

QUALIFICATIONS:

- Two year program from a community college.
- Two years of related experience within an office setting.
- Proficient in Microsoft programs and the ability to learn new software applications.
- The ability to work effectively in a multi-faceted office environment with many interruptions.
- Working knowledge of the philosophy and objectives of municipal recreation.
- Excellent oral and written communication skills.
- Ability to establish and maintain effective working relationships.
- Excellent customer service skills.
- Excellent team building skills.
- CPR/First Aid
- Working knowledge of Occupational Health and Safety Act.

POSITION RESPONSIBILITIES

- Acts as a customer solutions provider, offering accurate, timely solutions to customer questions, concerns or complaints, followed by communication to supervisor and/or documentation.
- Responds to a variety of inquiries, providing information, resolving issues and turning potential negative situations into positive ones.
- Deals with all areas of sales for the community centre covering merchandise, point of sale maintenance Deals with memberships (sales, account setup, transfers, extensions and suspensions, reports, payments, photo and card printing, membership pass validation and e-passes).
- General office tasks including good working knowledge of telephone etiquette and telephone operation, photocopying, maintaining well organized files and working binders, opens, distributes incoming mail, sorts and redirects mail
- Logs requests and issues in Active Citizen Response (ACR)
- Completes facility/arena bookings (room bookings, park, squash, tennis and sports fields, availability, payments, new account setup, strong working knowledge of all facility attributes, reports).
- Knowledge of current recreation software modules consisting of point of sale, facility booking, program and membership registration, and website registration.
- Maintains and implements all phases of the recreation software at the Community Centre, Lisgar Water Park,.
- Completes program registrations (registration, flex reg, withdrawals, amendments, transfers, new account setup and maintenance, payments, reports).
- Attends training sessions related to software and does software testing of new

current recreation software versions for upgrades. Provides in-service support and training to staff, installation on workstations and data integrity.

- Assists training of part time staff on recreation software and general office procedures.
- Works with Community Centre staff to provide exceptional customer service.
- Provides support with accurate quarterly statistics; Prepares quarterly SOCAN submissions for approval and produces annual demographic reports
- Maintains knowledge of services, products and organizations in the department as well as some provincial regulations (Board of Health, Alcohol & Gaming Commission for alcohol related events)
- Liaises with a wide variety of stakeholders such as residents, customers, town staff, area organizations and seasonal users of the facility (soccer, baseball, arena, etc.).
- Adheres to all policies and procedures for the Town including Tillsonburg Community Centre Standard Operating Procedures
- Performs other duties as assigned by Supervisor
- Must be available to work evenings and weekends.