



Manager of Human Resources
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CORPORATION OF THE TOWN OF TILLSONBURG
INTERNAL/EXTERNAL
JOB POSTING

POSITION: Student Customer Service Representative (2)

DEPARTMENT: Recreation Programs & Services

LOCATION: Tillsonburg Community Centre

STATUS: Student (up to 20 hours per week)
(asap until approximately December 31, 2019)

REPORTS TO: Business Services Supervisor

RATE: \$14.00 per hour

POSTING #: 4.19

POSTING PERIOD: January 9 to January 23, 2019

NOTE: Interested applicants are invited to submit their resumes in confidence to the HR Manager 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 contact in person and by phone with the public regarding all programs, services and facilities offered by the Tillsonburg Community Centre and Lake Lisgar Water Park. Customer contact is a major part of the position resolving customer complaints or issues regarding the operation of the programs and facilities.

QUALIFICATIONS:

- Knowledge of and proficient in Microsoft programs and possess the ability to learn new software applications as required.
- Recreation software knowledge and experience an asset
- 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 with the ability to establish & maintain
- Effective working relationships, provide superior customer service and team building skills.
- CPR 'C'/ Standard First Aid & AED
- 1year experience working in recreation and or office environment an asset

POSITION RESPONSIBILITIES

- Responsible for Recreation modules: Point of Sale, Facility Booking, Program & Membership Registration, Accounting Processes, System Maintenance, Website Registration. This shall include support to staff, data entry and attending related training sessions.
- Program registrations and memberships sales using recreation software for all youth, adult, aquatic, arena, health club, squash, and tennis programs.
- Facility bookings for arenas, park pavilions, facilities using recreation software.
- Point of sale transactions for all areas of the Community Centre and Lake Lisgar Water Park using recreation software
- Handle patron inquiries and concerns for all areas of Tillsonburg Community Centre and Lake Lisgar Water Park
- Promotion and excellent knowledge of all programs and services offered and up to date on all community events. This involves maintaining healthy communications with all Tillsonburg Community Centre staff as well as staff of other departments.
- Handle payments for all areas of Community Centre and Lake Lisgar Water Park. Balance shift cash with Daily Cash Balance.
- Directs all incoming calls to appropriate staff and taking accurate messages as required.
- Maintain excellent rapport with all patrons and affiliate groups.
- Assist all Tillsonburg Community Centre staff with clerical needs.
- Perform other duties as required and designated by the Business Services Supervisor.

- Must be available to work evenings and weekends.
- Lake Lisgar Water Park
- Front Desk & Admissions – Open and close following proper procedures
- Concession - Open and close following proper procedures. Prepare and deliver quality food products to the public. Maintaining cleanliness of eating area