



EMPLOYMENT OPPORTUNITY

The Town of Pelham Recreation, Culture and Wellness Department is now accepting applications for the following position:

Customer Service Representative

Reporting to the Supervisor of Recreation, Culture, and Wellness, this position provides exceptional customer service to the public by in person counter service, via telephone and email correspondence, and in the servery. Located at the Meridian Community Centre, this position will be the front-line contact for all requests.

Duties Include:

- Handle customer requests, distribute program equipment, take complaints, answer phone calls and assist with forms and applications, ensuring prompt customer service delivery.
- Assist customers with registration for various programs through ActiveNet and receive payments. This position is also responsible for processing all last minute, evening and weekend rental requests for rooms, gyms, ice, diamonds and fields.
- Serve customers alcoholic and non-alcoholic beverages while providing a positive and friendly guest experience when required.
- Track departmental inventory when required.
- Monitor various systems for programming including ActiveNet, LSquared, and Google Calendar in order to program TV monitors with daily schedules.
- Remain up to date on policies, programs and events in order to relay accurate information and respond to any and all customer queries.
- Act as liaison between staff and customers at the counter and on the phone.
- Process payments and produce accurate daily cash receipts.
- Organize and communicate any changes to programming and update the Town's website in partnership with the Administrative Assistant.
- Track the distribution of dressing room keys throughout the facility.
- Administer, organize and reconcile the recycling bin program.
- General cleaning duties.
- Other duties as assigned.

The successful candidate will possess the following:

- 1 year of previous experience in a customer service role
- Smart Serve Certification

- Excellent customer service
- Strong written and verbal communication skills
- Ability to multi-task and excellent organizational skills
- Strong interpersonal skills; capable of working with a diverse staff to achieve desired results professionally and efficiently.

Salary – \$20.44 - \$23.91/hour (Part-time). Must be available to work all shifts, including evenings, weekends and some statutory holidays.

Resumes must be submitted directly to Brianna Langohr, Manager of People Services at hr@pelham.ca by 9:00am on **Friday, March 22, 2024.**

The Town of Pelham is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments.

In accordance with the Accessibility for Ontarians with Disabilities Act, if you require this document or any additional documents in an alternative format, please contact our office at 905-892-2607, ext. 315. Should you require any special accommodations in order to apply for a position or interview for a position with the Town of Pelham, we will endeavor to make such accommodations.

We thank each applicant for taking the time and effort to submit their resume, however, only candidates to be interviewed will be contacted.

In accordance with the Municipal Freedom of Information & Protection of Privacy Act, all information is collected under the authority of the Municipal Act, 2001, and will only be used during the selection process for the subject posting.