

CUSTOMER SERVICE REPRESENTATIVE I (HOPE)

(PART-TIME, TIME-DURATION) (SPECIAL PROJECT)

Competition #2021-47

October 15, 2021



The Fraser Valley Regional District is a local government that delivers over 100 services to residents living in our eight electoral areas and six member municipalities. We are the third most populous regional district in BC, stretching from Abbotsford to Boston Bar. We have an exciting opportunity for an energetic individual to work part-time as the Customer Service Representative I at our Hope recreation facility. The term for these positions is October to January 31, 2022. If you love working with people and providing great customer service, you will fit right in.

As one of the fastest-growing regional districts in BC, the Fraser Valley Regional District offers rewarding public service career opportunities with competitive benefits. People are at the center of everything we do and we strive to put the needs of those we serve and the employees that work in the organization at the forefront of our day-to-day work. We are an organization that values teamwork, respect, and are committed to excellent service. If you have a passion for public service and want to make a difference in the lives of Fraser Valley residents, consider coming to work with us.

Located in the heart of Hope, the Hope & Area Recreation Centre provides a wide range of recreation services and programs to residents of Hope and the surrounding communities. You will be responsible for providing a high level of customer service to users of the facility, performing cashiering and related POS duties, maintaining complete and accurate records of recreation programs, public schedules, and correspondence, and providing clerical support. You must be available for shifts from 4 to 8 hours in duration, anytime between the hours of 6:00 a.m. and 11:00 p.m., and/or split shifts and temporary shifts including evenings, weekends and some statutory holidays. Shift differential and overtime is paid, where applicable, as per the Collective Agreement.

The ideal candidate must have:

- » Grade 12, plus experience working in an office environment and handling cash
- » Excellent customer service skills
- » Strong written communication skills
- » Ability to understand and execute cash handling procedures and perform mathematical calculations
- » Ability to proficiently use the computer and POS application and related programs including Microsoft Word and Excel

The starting wage rate for this part-time Union position is \$17.42 per hour plus 10.6% in lieu of benefits. Upon successful completion of the required probationary period, the wage will increase to \$19.35 per hour plus 10.6% in lieu of benefits.

If this opportunity excites you, and you want to contribute to a positive work environment, we want to hear from you. Please submit your resume, along with a cover letter, indicating how you meet the qualifications. Please quote **Competition #2021-47 and send, in confidence, by 4:30 pm on November 5, 2021**, to jobs@fvrd.ca.

*While we appreciate the interest of all applicants, only those candidates under consideration will be contacted.
Review of applications will begin upon receipt.*