

CUSTOMER SERVICE REPRESENTATIVE I

HOPE & AREA RECREATION CENTRE (CASUAL)

Competition #2023-08



February 21, 2023

If you have a passion for recreational programs, fitness or sports of any type, consider turning that passion into a rewarding employment experience. Located in the heart of Hope, Hope & Area Recreation Centre is truly a community hub. From skating to swimming, to recreation programs and more, our rec centre provides a wide range of recreation services and programs to residents of Hope and FVRD Electoral Areas A and B. We have an exciting opportunity for someone to fill the position of Customer Service Representative I. If you love working with people and providing great customer service, you will fit right in.

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. We offer a positive and supportive work environment with an emphasis on collaboration. The successful applicant 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.

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 rate for this casual union position is \$22.38 per hour plus 14% in lieu of benefits. This casual position is to relieve or replace employees on an intermittent and temporary basis.

You must be available for shifts from four to eight 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 are paid, where applicable, as per the Collective Agreement.

If you have a passion for public service and want to make a difference in the lives of Fraser Valley residents, we want to hear from you. Please submit your resume, along with a cover letter, indicating how you meet the qualifications. Please quote **Competition #2023-08 and send, in confidence, by 4:30 pm on March 17, 2023,** 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.*