

CUSTOMER SERVICE REPRESENTATIVE I (UP TO 2 POSITIONS, PART-TIME, TIME-DURATION)

Competition #2021-20

April 16, 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. The Fraser Valley offers a great place to work and live with a mix of rural and urban lifestyles along with an abundance of recreational and cultural opportunities.

We have an exciting opportunity for energetic individuals to fill up to two positions of Customer Service Representative I at the Hope & Area Recreation Centre. The term for these positions is May 2021 to October 2021. 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. 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.

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 either 10.6% in lieu of benefits or, if eligible, participation in the benefits program.

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 #2021-20 and send, in confidence, by 4:30 pm on May 7, 2021**, to jobs@fvrd.ca or mail to:

Human Resources Department
Fraser Valley Regional District
1-45950 Cheam Ave
Chilliwack, BC V2P 1N6

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