



Box 30, 400 - 10th Street
Beaverlodge, AB T0H 0C0

POSITION TITLE: Permanent Full-Time Customer Service Representative

REPORTS TO: Recreation Manager

To be successful as a Customer Service Representative you should have a pleasant personality, strong communication skills and be team oriented. You should also be able to assist customers in a timely and effective manner, while streamlining office operations. Multi-tasking, organizational and [stress management skills](#) are essential for this position. This role requires working in shifts, so flexibility is a plus. Ultimately, CSR's duties and responsibilities are to ensure the front desk welcomes guests positively and executes all administrative tasks to the highest quality standards.

Position Summary:

- Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately
- Answering, screening and forwarding incoming phone calls
- Administrative functions including producing memberships, program registration, processing payments, etc.
- Ensuring everyone entering the facility has a valid pass or is otherwise authorized to enter.
- Overseeing facility rentals including completing appropriate paperwork and maintain booking calendars
- Enforcing the rules and regulations of the Recreation Centre to ensure the safety of facility users.
- Assisting at events as required.
- As training and experience permit, assist administrative and recreation staff and other duties as assigned.
- Assist with minor first-aid if required
- Tidy and maintain reception area, ensure cleanliness of rooms and fitness center
- Willing to take on additional training required for the performance of your duties.

Education, Skills and Experience Requirements:

- Previous office, accounting and customer service experience preferred.
- Computer skills with experience in Microsoft Word, Excel, Outlook, web browsing an asset.
- Current Standard First-aid certification, or willing to take training
- Ability to effectively manage multiple tasks under tight timelines; use own initiative to plan, organize and establish priorities and work well as a team member.

Submit current resume and cover letter to the Attention of:

Human Resources

Town of Beaverlodge

Box 30

Beaverlodge, AB T0H 0C0

HR@beaverlodge.ca