TOWN OF Westlock

Casual Customer Service Representative – Westlock Aquatic Centre

The Town is seeking an energetic, customer-focused individual for the position of Casual Customer Service Representative at the Westlock Aquatic Centre. As a CSR, you will be the first point of contact for our facility, delivering exceptional customer service, assisting with recreation program inquiries, and supporting day-to-day administrative tasks. We're looking for someone who is passionate about public service, team-oriented, tech-savvy, and able to adapt to both busy and quieter moments in a dynamic environment. The positions will be scheduled to work early mornings, evenings, weekends, and statutory holidays.

Located just 85 km north of Edmonton, Westlock is a thriving town of 4,921 residents, offering all the amenities of a larger centre with the heart of a close-knit community. From live arts and concerts to sports, recreation, and service clubs, Westlock is a place to grow, get involved, and make a difference. Our facilities include: the Rotary Spirit Centre multi-plex, Westlock Aquatic Centre, skateboard park, ball diamonds, parks and playgrounds, and a diverse and dynamic local business sector.

As a key player in our team, you will have the following qualifications:

- Provides friendly, helpful, and solutions-focused customer service.
- Has strong computer and data entry skills.
- Is comfortable with cash handling and basic administrative duties.
- Required to work a flexible schedule including early mornings, evenings, weekends, and statutory holidays.
- Is physically able to lift, move, and setup fitness equipment, and to consistently monitor and perform walking checks throughout the facility.

To find out more about us, please visit our website at www.westlock.ca.

The successful candidate will be required to provide a criminal record check with vulnerable sector check prior to commencement of employment. The starting wage rate is currently $19.62 per hour.

This competition will remain open until a suitable candidate is found. The Town of Westlock thanks all applicants for their interest; however, only those selected for an interview will be contacted.

Please submit your resume with three references in confidence to:

Town of Westlock
10003-106 Street
Westlock, Alberta T7P 2K3
Phone: 780-349-4444
Email: employment@westlock.ca

REPORT TO: AQUATIC CENTRE SUPERVISOR

INCUMBENT: **CUSTOMER SERVICE REPRESENTATIVE**

This position reports to the Aquatic Centre Supervisor or specified alternate. This position requires exceptional public relations and hospitality skills in order to relate program and facility information from the Community Services Department to the general public.

RESPONSIBILITIES/DUTIES

1. Provide administrative support services as required.
2. Provide prompt courteous service to the general public.
3. Present a positive image and maintain excellent public relation skills.
4. Handle all point of sale transactions such as daily admissions, facility passes, and program registrations via Perfect Mind computer program.
5. Receive all incoming telephone calls and forward messages.
6. Responsible for recording cash outs (balancing cash, cheques, credit cards and interact receipts).
7. Keep up-to-date with all program content and other pertinent information.
8. Assist with First Aid injuries and other incidents as needed. Record all injuries.
9. Oversee cleanliness of the lobby and viewing area during shift.
10. Check activity levels and assess potential hazards in the facility when directed to do so.
11. Required to work evenings, holidays, and weekends.
12. Required to lift, setup and move fitness equipment and to consistently monitor and perform walking checks throughout the facility.
13. All other duties as assigned.

OTHER DUTIES

1. Ensure assigned duties are completed in a safe and timely manner.
2. Participation required in departmental safety and operational staff meetings.
3. To ensure the safe operation and maintenance of Town owned equipment, facilities and inventories.
4. Work together with other employees in a team effort, stressing cooperation and good communication between staff.
5. Complete daily administrative tasks as assigned.

EDUCATIONAL REQUIREMENTS

1. Self motivated and ability to work alone.
2. Customer service experience and administrative skills.
3. Excellent typing skills and computer knowledge. Experience using programs such as Microsoft Word, Excel, Publisher an asset.
4. Experienced in handling at minimum, a three line phone system.
5. Current -First Aid/CPR Certificate, or be willing to obtain.
6. Must provide/obtain criminal record check
7. Education: minimum Grade12 or equivalent.

GUIDANCE RECEIVED

Directives, manuals, regulations, ordinance, or other written guidelines used regularly by this position are:

- Direction from the Aquatic Centre Supervisor;
- Town of Westlock Policies and Procedures;
- OH&S and Town Health and Safety Policies

CONTACTS

This position will have frequent contact with the following:

- Aquatic Centre Supervisor
- Aquatic Centre Coordinator
- Director of Community Services
- Other Department Staff, sales personnel, etc.
- Local recreation groups and local community schools
- Local service clubs, business and community groups and surrounding communities

ENVIRONMENT

Features of work, which may create physical/mental stress, are:

- Flexible work schedule,
- Responding to the requirements of the general public and community users.

SIGNATURES

I have read and understand the contents contained within this job description. The Aquatic Centre Supervisor has informed me that this is a general description of the duties, responsibilities, and qualifications for the position of Customer Service Representative. This description will form the basis for my classification level and the basis for my performance evaluation.

Date: _____

Employee's Signature: _____

Supervisor's Signature: _____