



JOB POSTING

Customer Service Representative - Casual

Dovercourt Recreation Association is a not for profit, charitable organization dedicated to enhancing the quality of life in our community through recreation programs including Fitness, Aquatics, Childcare, and more out of Dovercourt Recreation Centre in Westboro, Ottawa.

The Customer Service Representative provides front-line service as well as support for the Customer Service Leads and other departments as needed. This position requires knowledge and experience in all aspects of Customer Service including: interpersonal communication, team work, use of a computerized customer data base, problem solving, sales, good housekeeping, and managing payments and cash transactions. The Customer Service Representative must have proven skills in providing exceptional customer service in a busy & dynamic environment.

Key Responsibilities:

1. Providing consistent and high quality services to clients, staff, and stakeholders in person, over the phone and via email
2. Assist customers with finding the right program or class for them/their family members
3. Problem solve with clients around registration or payment issues
4. Providing support to the Customer Service Leads and other departments as needed
5. Various administrative duties

Experience / Qualifications:

- Completion of High School
- Standard First Aid & CPR level 'C' (valid within 2 years)
- Minimum 1 year part-time work in customer service, retail, or a related field
- Proven experience in providing exceptional customer service
- Experience using Microsoft Office (Word, Excel & Outlook)
- Experience using registration software (ie. CLASS, Activenet, LEGEND) considered an asset, but not a requirement

Details:

- Must be available to work a minimum of 3 mixed shifts per week including mornings (6:00am start), evenings (between 4:00pm and 9:30pm) and weekends (between 6:30am and 9:00pm).
- Start date: ASAP January 2019
- Wage: \$15.40/hour

Please apply by emailing a resume, cover letter, and availability according to the above outline to Tyler Skerkowski, tskerkowski@dovercourt.org, including "Customer Service Rep" in the subject line. For questions call Tyler at 613-798-8950 ext 243.