

## Job Description: Customer Service Representative

(September 2023)

Dovercourt Recreation Association is a non-profit, charitable organization dedicated to enhancing the quality of life in our community through recreation programs including Fitness, Aquatics, Summer Camps, and more out of Dovercourt Recreation Centre in Westboro, Ottawa.

The Customer Service Representative provides front-line service, as well as support for the Manager of Customer Experience 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:

- Providing consistent and high-quality services to clients, staff, and stakeholders in person, over the phone and via email
- Assist customers with finding the right program or class for them/their family members
- Complete sales through a computerized system
- Problem-solve with clients around registration or payment issues
- Various administrative duties

### Experience/Qualifications:

- Completion of High School
- Proven experience in providing exceptional customer service
- Experience using Microsoft Office (Word, Excel & Outlook)
- Experience using registration software (ie. CLASS, Legend, Perfect Mind) considered an asset, but not a requirement
- A clean criminal background check with the vulnerable sector is required before start
- Valid First Aid & CPR-C or higher will be required within the first 3 months of employment

### Details:

- Department hours are currently from 8:00am-8:30pm on weekdays, and 8:00am-4:00pm on weekends. Shifts vary in those time frames as needed.
- Successful candidates would be required to provide availability for a minimum of 2-3 shifts per week.
- Minimum 1 year part-time work in customer service, retail, or a related field
- Start date:
- Job Type: Part-time

**Salary:** Starting at \$16.00/hour



**Benefits:**

- Employee assistance program
- On-site gym
- On-site parking