



Medicine Hat
The Gas City

JOB DESCRIPTION

CLASSIFICATION: TEMPORARY CUSTOMER SERVICE REPRESENTATIVE

JOB TITLE: TEMPORARY CUSTOMER SERVICE REPRESENTATIVE

REFERENCE NO: 43303

DIVISION: PUBLIC SERVICES

DEPARTMENT: PARKS AND RECREATION

APPROVAL DATES: BY: 
COMMISSIONER - PUBLIC SERVICES

DATE: April 21/17

BY: 
GENERAL MANAGER OF HUMAN RESOURCES

DATE: April 20, 2017

GENERAL DESCRIPTION:

This is a unionized position in customer service, primarily focusing on guest services, Point of Sale functions for Parks and Recreation facilities.

ORGANIZATIONAL RELATIONSHIPS:

- Reports to the Customer Service Coordinator
- No supervision of other employees is required.

PRIMARY FUNCTIONS/ACCOUNTABILITIES:

- Provides high quality customer and guest services to patrons and pass holders utilizing Parks and Recreation facilities, including responding to inquiries and concerns from customers.
- Controls patron facility access focusing on security and safety.
- Collects user fees, and processes requests through a specialized, Point of Sale, software system and performs daily cash reconciliation.
- Processes general facility bookings and registers patrons for memberships and programs for Parks and Recreation facilities.
- Process product sales, provides store front services, and maintains an adequate inventory of merchandise.
- Maintains statistical data on patron attendance and revenues.
- Performs routine cleaning and maintenance activities, ensuring a safe environment for patrons and staff.
- Projects a positive image of self and the organization through all avenues of communication with internal and external customers in a professional manner.
- Recommends to the immediate supervisor, or designate, any changes in operational practices that may improve the services provided by Parks and Recreation.
- Initiates and assists with emergency procedures.
- Performs all other related duties as requested by an immediate supervisor or designate.

REQUIRED COMPETENCIES:

- Excellent demonstrated interpersonal skills.
- Ability to work well independently and as part of a team.
- Reliable and dependable.
- Excellent customer service and conflict resolution skills.
- Excellent proven oral and written communication skills.
- Demonstrated organizational skills.
- Demonstrated working knowledge of Point of Sale operations.
- Demonstrated working knowledge of inventory maintenance.
- Demonstrated proficiency in the use of word processing and spreadsheet applications.
- Ability to maintain records accurately.

REQUIRED QUALIFICATIONS:

- Successful completion of Grade 12 or high school equivalency diploma.
- Three (3) months experience in the customer service sector including Point of Sales.
- Minimum 18 years of age.
- Possess Standard First Aid (Level C - CPR) or ability to obtain.
- An equivalent combination of management approved training and education may be considered.

April 5, 2017