



Posting Date: 9/1/2021	Closing Date: 9/30/2021
Job Title: Customer Service Representative (CSR)	Reports to: Customer Service and Membership Supervisor
Location: Dakota Community Centre Main Reception Desk (located in Dakota Fieldhouse)	Hours: Part-time mornings & weekends 15 – 20 hours per week
Salary: TBD	

Summary

The Dakota CC is looking to hire part Customer Service Representatives who thrive on client-first service and working with people of all ages and abilities.

As a Customer Service Representative, you will be responsible for the day-to-day operation of the main reception area for the Centre, located in the Dakota Fieldhouse. Duties include, but are not limited to, client interactions both in-person and by phone, sharing information on programs and services, processing program and membership registrations, financial transactions, and general cleaning and maintenance. The Customer Service Representative may also assist Facility staff for equipment set-ups and take-downs, as required, as well as assisting to ensure the facility is neat, clean, and safe. Tasks may require some light lifting and physical work.

The successful candidate will be someone who is friendly, self-motivated, an exceptional team player, adaptable, reliable, and possesses strong customer service skills.

Key Roles and Responsibilities

- Operate the main reception desk for Dakota CC Fieldhouse.
- General reception duties include: greeting visitors, answering the phone, and providing information/answering questions regarding DCC programs and services and/or appropriately redirecting inquiries
- Monitor use of the facilities to ensure those present are registered to be in the building and following Dakota CC policies
- Monitor the safety of all activities and programs and respond to any safety concerns
- Lead facility tours to prospective clients
- Process program registration and membership applications and collect various forms of payment
- Register and issue access cards for track and weight room membership
- Assist in collection of membership cards and distribution of access cards and wrist bands
- Light cleaning duties and tidying throughout the facilities, as necessary
- Assist with data entry
- Assist with member retention strategies

Qualifications

- Must be a minimum of 18 years of age.

- Strong website navigational skills and knowledge of www.dakotacc.com will be an asset.
- Basic knowledge of administrative software such as Microsoft Suite/Office.
- High level of public relations/customer service understanding for this role.
- Ability to exercise initiative and make decisions in accordance with applicable rules, regulations and policies set forth by DCC.
- Must be able to work independently and as part of a team.
- Must be a good communicator, referring specific questions to the appropriate person and can handle public inquiries in a courteous manner.
- Diplomacy and tact will be a key attribute you bring to this role as you are dealing with members of the public in a variety of ages i.e. young adults up to seniors.
- Must have good record management and document handling skills
- Flexibility will be considered an asset (i.e. available to work a variety of shifts, primarily weeknights and weekends).
- Must be able to complete a successful Criminal Record Check and Child Abuse Registry or have successfully passed in the last 6 months.
- A combination of relevant education and experience will be considered.

For Further Information

We invite interested people to apply to us by **September 30, 2021**. You may drop off your cover letter and resume at the Dakota Fieldhouse Reception Desk, 1188 Dakota Street in hard copy or via email to HR@dakotacc.com. More information about the Dakota Community Centre can be found at www.dakotacc.com.

Benefits of Working at Dakota Community Centre

Our objective is to provide our employees with a safe and healthy workplace. We seek diversity in our workplace and foster a place of service to the community.

The Centre is on a major bus route for easy access and/offers free parking and a vibrant team atmosphere.