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| August 20, 2020 | **Closing Date:** September 21, 2020 |
| **Job Title**: Customer Service and Membership Supervisor | **Reports to:** Director to Operations |
| **Location**: Dakota Community Centre Main Reception Desk (located in Dakota Fieldhouse) | **Hours**: 37.5 hours/week, daytime with some evening and weekend shifts |
| **Salary:** TBD, benefits package available |  |

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| **Summary** |

The Dakota Community Centre – Jonathan Toews Sportsplex is seeking an outgoing and friendly individual as our full time Customer Service and Membership Supervisor. This extroverted person thrives on client-first service and working with people of all ages and abilities.

The successful candidate will be responsible for the day-to-day operation of the main reception desk for the Dakota Fieldhouse and supervising the interaction between DCC Customer Service Representatives and our members, guests and program participants, ensuring they have a welcoming and positive experience.

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| **Key Roles and Responsibilities** |

* Operate and oversee the main reception desk for Dakota CC
* General reception duties including, greeting visitors, answering phones and providing information/answering questions regarding DCC programs and services and/or appropriately redirecting inquiries
* Assist in hiring, scheduling, and performance management of all Customer Service Representatives
* Provides direct oversight and leads ongoing training of Customer Service Representatives
* Works with the Director of Operations on the evaluation, development and implementation of effective and efficient processes to support service to Dakota CC’s customers and users
* Maintains and provides statistical information to assist in the evaluation and planning of DCC programs and services
* Lead or arrange facility tours & orientations to prospective members
* Process a variety of financial transactions
* Assists in collection of membership cards and distribution of access cards
* Provides support to DCC staff in administration of programs and services
* Oversight of volunteers providing support to customer and membership services

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| **Qualifications** |

* Must be a minimum of 18 years of age
* Knowledge and experience with basic admin software knowledge such as Microsoft Suite/Office and Excel will be an asset
* Demonstrated high level public relations/customer service
* Experience in leading a team including ongoing training, scheduling and performance evaluation
* 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
* Demonstrated ability for diplomacy and tact with a variety of demographics
* Demonstrated ability to maintain accurate document management and discretion with private information
* Availability to do occasional evening and weekend shifts considered an asset
* 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
* Must have current CPR and First Aid certification or able to obtain as condition of employment

**For Further Information**

We invite interested people to apply to us by **September 21, 2020**. You may drop off your cover letter and resume at the Administrative Office 2nd Floor Sportsplex, 1188 Dakota Street in hard copy or via email to [HR@dakotacc.com](mailto:HR@dakotacc.com). Further information about the DCC may 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 DCC encourages all interested individuals to apply regardless of age, religion, sexual orientation, ethnicity or cultural background.

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