



MUNICIPALITY OF MIDDLESEX CENTRE

Customer Service Representative (Part-Time)

The Municipality of Middlesex Centre is a growing municipality of approximately 18,000 people in the County of Middlesex and located to the north and west of the City of London. The Municipality is seeking a qualified individual to join our Community Services Department for the position of **Customer Service Representative**.

Position Summary

Reporting to the Customer Service Coordinator, this position is responsible for providing customer service duties at the Middlesex Centre Wellness & Recreation Complex..

The successful candidate will work primarily evenings and weekends with the occasional day shift.

Minimum Qualifications

- Grade 12 Education
- Excellent communication, interpersonal and customer service skills are critical.
- Previous experience multi-tasking working in a customer service related environment.
- Previous cash handling experience.
- Experience in working with computers, including facility booking software, Microsoft Office Suite (Word, Excel, and Outlook)
- Ability to communicate effectively and professionally with staff and the general public.
- Have sound judgement and ability to competently represent the Municipality as a professional

A detailed job description for the position is available on our website www.middlesexcentre.on.ca

Position salary starts at \$15.25/hr.

To apply for this position, please submit a resume outlining qualifications and experience to:

Lise Massen
Customer Service Coordinator
Municipality of Middlesex Centre
1 Tunks Lane, Komoka ON, N0L1R0
massen@middlesexcentre.on.ca
Fax 519-601-8122

Middlesex Centre is an equal opportunity employer and is committed to inclusive, barrier-free recruitment and selection processes and work environments. Please advise us of any accommodations needed to ensure your access to a fair and equitable process. Any information received relating to accommodation will be addressed confidentially

We thank all applicants who apply, but only those applicants to be interviewed will be acknowledged. Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be used for candidate selection purposes only.



Position Synopsis and Purpose

Reporting to the Customer Service Coordinator, the Part Time Customer Service Representative is responsible for providing customer service duties at the Middlesex Centre Wellness & Recreation Complex.

Description	Approx. Time Spent (%)
<p>Customer Service</p> <ul style="list-style-type: none"> • Provides customer service duties at the reception counter and assists with the following: • Responds to inquiries and provides information to groups and individuals on facility availability and pricing. • Issues contracts of all municipal recreational facilities, including parks, arenas, community centers and sports fields using the municipalities booking software keystone. • Receives & processes rental payments, ensuring that all revenue collected is consistent with the central booking process and the Municipalities Fee By-law. 	70%
<p>Administrative</p> <ul style="list-style-type: none"> • Handles cash admissions to recreational skates. • Filing and basic administrative functions as needed. • Communicates with other facility staff as required. • May cover for the Customer Service Coordinator as needed for vacation coverage or illness. • Other duties as assigned 	30%

*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



Minimum Qualifications

Education (degree/diploma/certifications)

- Grade 12 Education

Experience

- Excellent communication, interpersonal and customer service skills are critical
- Previous experience working in a customer service related environment
- Previous cash handling experience
- Experience in working with computers, including Microsoft Office Suite (Word, Excel, and Outlook). Booking software experience is an asset
- Ability to communicate effectively and professionally with staff and the general public

Knowledge/Skill/Ability

- Knowledge of facility booking software
- Knowledge of various computer software programs including Microsoft Office Suite (Word, Excel, and Outlook)
- Ability to work with staff at all levels
- Conflict Resolution
- Proficient in servicing clients in person, phone and email
- Must be able to multi-task



Work Setting

Contacts

Frequency Legend	
Constant –most of the shift work	Occasional – Occasionally
Frequent – daily	Rare – once in a while
Regular – weekly	

Contact	Frequency	Nature of Interaction
Public	Constant	Inquiries and booking requests.
Department	Frequent	Facility Operators, Lead Hand, Supervisor, Customer Service Representatives, Caretakers
Contractor / Consultants	N/A	N/A
Municipal Departments	N/A	N/A

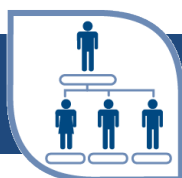
Work Conditions

Hours of work are on a rotating schedule which could include daytime, evenings and weekend shifts.



Corporate Values

- **Openness** – Middlesex Centre is a large and diverse community. In order to respect this diversity, constant and respectful communication between community members is necessary.
- **Cooperation** – Middlesex Centre is a growing municipality. The council and citizens must work together to ensure that their community grows into the place they want it to be.
- **Trust** – The trust between community members is what makes Middlesex centre an inclusive community. Community trust is built through sensible planning, reliable service and public engagement.
- **Respect** – The residents of Middlesex Centre come from diverse backgrounds. It is only through respect for the varied backgrounds and experiences of residents that common ground can be achieved.
- **Tradition** – As a diverse municipality, Middlesex Centre is home to many proud histories and varied traditions. The actions of community must value those existing traditions while continuing to forge new traditions moving forward.
- **Innovation** – Middlesex Centre must be a community which embraces changes. It must remain open to all ideas to become a flexible, progressive municipality which can successfully anticipate and adapt to changing conditions.



Position Classification

Position Title: Part-Time Customer Service Representative	Division: Customer Service
Department: Community Services	Classification: Non Union
Branch: N.A.	Reports to (Direct): Customer Service Coordinator
Position(s) Supervised Directly: None	Position(s) Supervised (Indirectly): N/A
Effective Date: July 20, 2017	Revision Date: July 20, 2017
Equivalency Code: N/A	Hours per week: Varies