

**Corporation of the Town of Lakeshore
Employment Opportunity – Internal CUPE and External Posting**

The Town of Lakeshore has a vacancy for the following part time position:

**Customer Service Representative (Atlas Tube Centre)
(Part time)**

Salary: \$19.60 - \$21.18/hr (CUPE)

Reports to: Manager ATC, Recreation and Leisure

Closing Date: Friday, March 24 at 12:00 pm.

Purpose of Position:

To provide customer service and reception assistance to the Recreation and Leisure Division of Community and Development Services.

Qualifications:

- High School Diploma plus two year College program in Office Administration or similar
- Minimum 1 year experience in a computerized office environment with experience in recreation, customer service and a municipal environment preferred
- Working knowledge of computer programs including MS Office (Outlook, Word, Excel) and Facility Scheduling Software (ex. Activenet)

Knowledge:

- Organizational skills to prioritize workloads and complete necessary tasks in a timely manner.
- Customer Service and communication skills to properly communicate with the public and staff members.
- Ability to be friendly and cooperative to relay information and handle a variety of enquiries in a professional manner.
- Organizational skills to effectively prioritize assignments.
- Ability to work as a team and provide assistance to co-workers and the public as necessary.

Physical Skill and Effort

- No special physical skills required.

Major Responsibilities:

- Provide information to the public over the phone and in person regarding hours of operation, program, facility and sports fields rentals and registrations.
- Act in a reception capacity to answer questions and direct the public to appropriate meeting, facility and activity rooms.
- Receive deliveries.
- Other duties as may be assigned from time to time related to customer service and the efficient operation of the Atlas Tube Centre facility.

Decision Making and Judgement:

- Work is performed under the general direction of the Manager of ATC, Recreation and Leisure and or other management representatives, with access to the municipal policies, procedures, bylaws and regulations

Interpersonal Skills:

Interpersonal skill to liaise with management and the public in a friendly and co-operative manner.

Internal

- With the Manager to ensure timetable of work responsibilities is met.
- With other staff to ensure provision of timely information and services.

External

- Regularly handle or redirect general enquiries from the public

Working Conditions:

Environment

- Works in the Atlas Tube Centre

Control over Work Schedule

- This position is subject to evening and weekend shifts 7 days per week between the hours of 5:30 am and 10:00 pm
- Minimum shifts shall not be less than 4 hours to a maximum of 24 hours per week

This position is being posted under the provisions of the Collective Agreement between C.U.P.E. Local 702.4 and the Town of Lakeshore and is open to any employee who currently has bargaining rights under this Agreement. As per Article 24.01 of the Collective Agreement this position shall not be entitled to benefits as the position will not be regularly scheduled for more than 16 hours per week.

Qualified applicants interested in the position are to email a detailed resume outlining their qualifications to jobs@lakeshore.ca no later than 12:00 pm on Friday, March 24, 2017. Please ensure that the position applied for is clearly identified in the subject line of the email.

While we appreciate all applications, we acknowledge only those applicants invited for an interview. Personal information is collected under the authority of the Municipal freedom of Information and Protection of Privacy Act and will only be used for the purpose of determining eligibility for this competition. The Town of Lakeshore is an equal opportunity employer. Accommodations under the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) must be made known in advance and will be provided upon request.