

Job Title: Supervisor – Customer Service	Date Updated: August 2019
Reports to: Manager of Recreation Administration	Position(s) Supervised: Customer Service Representative(s)

JOB SUMMARY:

Under the direction and supervision of the Manager of Recreation Administration, the Supervisor – Customer Service is responsible for leading a team of unionized staff to achieve excellence in customer service and administration within the recreation facilities. The Supervisor - Customer Service supervises, schedules, trains, mentors, and provides day-to-day direction to the Customer Service Representatives. Assists with production of promotional / marketing materials including recreation guide, brochures and posters, as required. The incumbent performs daily cash reconciliation and administers the PLAY program.

This position performs all the duties of the Customer Service Representative as required, including providing front-line customer service, program registration using the PerfectMind software program, collecting admissions and selling membership passes. The Supervisor - Customer Service also answers the facility switchboard, resolves or refers customer complaints, and performs general office and other related duties as required.

MAJOR DUTIES AND RESPONSIBILITIES

- Under direction of the Manager of Recreation Administration, the Supervisor – Customer Service schedules, trains, mentors, assigns work, and provides day to day direction to the customer service staff in accordance with collective agreement and Comox Valley Regional District policies and procedures.
- Supports the Administration Coordinator with daily cash reconciliation and preparation of bank deposits in accordance with the requirements set forth by the Financial Services; investigates and corrects errors in cash reconciliation.
- In conjunction with the program department, coordinates the production of print materials such as the recreation guide, brochures, posters, and other publications in accordance with corporate branding standards.
- Assists the Manager of Recreation Administration with implementation of customer service programs and ensures performance standards are being met by Customer Service Representatives.
- Administers the PLAY Program including meeting with applicants, processing applications, issuing booklets, and entering information into database

- Serves as a resource to Customer Service Representatives for PerfectMind software program.
- Responds to routine inquiries and provides assistance to patrons. Resolves the more serious complaints from the public which have escalated beyond the level of other staff. If unable to resolve issue, report issue to the Manager of Administration.
- Performs the same duties as Customer Service Representatives as needed.
- Tracks, prepares, and maintains a variety of records and statistics on programs and services.
- Performs opening and closing procedures for the Comox Valley Sports and Aquatic Centres.
- Calls in staff to replace absent employees.
- Maintains a cooperative and positive relationship with the public
- Enforces facility rules consistently, tactfully, safely, and promptly.
- Undertakes other assigned duties and projects as required.

REQUIRED EDUCATION AND EXPERIENCE

- Grade 12 graduation
- Certificate in office or business administration or closely related discipline
- Minimum three years of directly related experience in a similar capacity
- Experience in scheduling, training, mentoring, and directing the work of others in a unionized environment
- Minimum three months of experience in producing promotional materials using Adobe Creative Suite or equivalent desktop publishing software
- Supervisory skills training

REQUIRED LICENCES, CERTIFICATES AND ASSOCIATION MEMBERSHIPS *(required for acceptance into the job)*

- Current Criminal Record Clearance
The incumbent is required to provide a satisfactory criminal record check in order to work in this position and is required to report to their supervisor any criminal charges laid against them that may be related to their employment in this position.

JOB KNOWLEDGE, ABILITIES AND SKILLS

- Excellent knowledge of general office practices and procedures
- A sound understanding of cash handling and accountability with financial transactions
- Advanced knowledge of the PerfectMind software program
- Sound knowledge of department facilities, programs, services, and schedules
- Demonstrated advanced level skills with Microsoft Office Suite, with emphasis on presentations and word processing. Strong utilization skills with Adobe

Creative Suite including InDesign, Photoshop and Illustrator, , web utilization skills and SharePoint applications

- Advanced level supervisory skills including abilities to act as a coach and mentor in alignment with recreational services goals
- Advanced level ability to create and produce brochures, posters, flyers and other publications that are in alignment with corporate branding standards
- Physically capable of performing duties safely and effectively

CORE KNOWLEDGE, ABILITIES AND SKILLS

- Working knowledge of Comox Valley Regional District and Comox Valley Sports and Aquatic Centre policies and procedures
- Ability to work safely and effectively without direct supervision and adhere to work procedures and safety regulations
- Ability to establish and maintain effective, cooperative, and respectful working relationships with coworkers, management, and general public
- Ability to provide excellent customer service in a professional and courteous manner
- Ability to work accurately with attention to detail
- Strong communication, decision making, and problem solving skills
- Ability to accurately and effectively carry out oral and written instruction
- Ability to cope with interruptions and meet multiple demands and priorities in a busy fast paced environment while maintaining a positive customer service attitude
- Ability to maintain composure under stressful situations and handle emergency situations
- Advanced level conflict resolution skills to address disputes with patrons or staff related to facility policies and procedures

EMPLOYEE SIGNATURE

This is to certify that I have read this job description:

Print Name

Signature

Date