

**CITY OF FORT ST. JOHN
POSITION DESCRIPTION**

Class Title: CUSTOMER SERVICE REPRESENTATIVE
Department: COMMUNITY SERVICES
Date: OCTOBER 2009

NATURE OF WORK

The Customer Service Representative, under supervision, is responsible for carrying out a variety of duties including accepting cash, recording registrations for programs/events, issuing receipts, answering public inquiries by telephone and in person and completing related clerical duties. Works flexible and varied hours, including evenings and weekends, according to the operational requirements.

SUPERVISION RECEIVED

Works under the direction of the supervisor/manager assigned to the worksite

SUPERVISION EXERCISED

None. May provide direction or assistance to auxiliary workers or other employees on occasion.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Performs a variety of routine clerical duties including answering the phone, assisting customers, stocking shelves, and filing; answers public inquiries by telephone, email, and in person.

Performs cashier and record keeping duties as required. Ensures that records are accurate and departmental procedures are adhered to.

Assists visitors and customers in obtaining information regarding Fort St. John and the Peace River area and/or other geographical areas; maintains knowledge of community, regional and provincial events and information.

Reports immediately, to the designated supervisor, all accidents or injuries and activates emergency procedures as required; detects and reports observed hazardous conditions, practices and behaviours in the workplace.

Monitors and controls access to the facility as directed.

Ensures that working areas are kept tidy; performs basic janitorial duties.

REQUIRED QUALIFICATIONS, LICENSES, CERTIFICATES & REGISTRATIONS

All required qualifications must be, where applicable, registered with the respective British Columbia organizations and maintained at a current status:

- WCB First Aid Level 1 Certification (or completion of same within probationary period)
- Grade 12 diploma supplemented with computer experience in Microsoft Office
- Valid BC Class 5 Drivers' Licence

REQUIRED KNOWLEDGE, ABILITY AND SKILL

- Previous experience as a cashier and performing record keeping in a computerized environment
- Excellent customer service skills
- Excellent communication and interpersonal skills; ability to communicate well with all age groups ranging from preschoolers to seniors.
- Ability to exercise sound judgment in the interpretation and application of related regulations, policies and procedures.
- Ability to present a neat appearance
- Ability to deal tactfully and effectively with the public and co-workers.
- Ability to work as a team player within the department and overall organization.

TOOLS AND EQUIPMENT USED

Office Equipment
Janitorial Equipment

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle feel or operated objects, tools, or controls and reach with hands and arms. The employee frequently is required to stand, and talk or hear. The employee is occasionally required to walk: sit: climb: or balance stoop, kneel, crouch or crawl and smell.

The employee must frequently lift and/or move up to 25 kg. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

GENERAL

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related and/or a logical assignment to the position.

Formal application; rating of education and experience; oral interview and reference check; criminal record check; and job related tests may be required

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.

This is a position in the BC Government and Service Employees' Union