

THE CORPORATION OF THE TOWN OF COCHRANE

Job Title: Customer Service Representative

Reports To: Recreation Supervisor

Status: Casual

Salary: \$23.40 per hour with 4% in lieu of Benefits and a Defined Benefit Pension

Hours of Work: As required

Work Location: Cochrane, Ontario

Who we are: The Town of Cochrane is a progressive and growing municipality in northeastern Ontario with a population of approximately 5,500. It employs approximately 65 full time permanent employees, and another 30-40 part time or temporary employees.

Position Summary:

In this exciting role you will be in constant contact with the general public and community groups. The work involves the provision of assistance and information regarding recreation programs, events, schedules, rentals and fees, as well as processing registration for all recreation programs; receiving and processing cash and other forms of payments and routine clerical support duties. Your time management and organization skills will allow you to work effectively in this busy atmosphere. Your strong communication and relationship building skills will be essential as you provide information and assistance to the public and maintain effective working relationships with all stakeholders. Your ability to work independently, multi-task and take initiative will guide your success in this position.

Duties:

- Maintain the front office and reception area of the Tim Horton Events Centre in an orderly and professional manner.
- Process facility rentals and bookings, membership fees, general admissions, invoice payments and billings.
- Report office equipment maintenance and repair requirements to the supervisor.
- Assist in the development of marketing tools.
- Maintain record keeping in various logs.
- Provide periodic administrative services to Department Supervisors upon their request and as time permits.
- Field all public inquiries in person and by telephone and general e-mail and direct inquiries to proper personnel for attention.
- To handle and balance cash, credit card payments, cheques and to prepare daily deposits.
- To assist in the publicity and promotion of the Community Services department.
- Provide support to Community Services and facility events.
- Provide a positive, professional service and image to the public.
- Monitor and report misbehavior and/or maintenance issues to proper staff in a timely manner.
- Maintain office supply inventory.
- Perform other duties as assigned by the Recreation Supervisor.

Requirements:

- Advanced computer skills with a variety of software including Microsoft Office, Internet, E-mail and Booking software.
- Current CPR "C" with AED, First Aid Certification
- Demonstrated interpersonal and organizational skills.
- Ability to work in a team environment and possess strong interpersonal skills in dealing with municipal officials, all levels of staff and the public in general.
- Must be able and willing to work shifts, weekends, and holidays.
- Ability to communicate effectively in both official languages, French and English, is an asset.
- A satisfactory Criminal Record Check is required for this position before commencement.

How to apply: Thank you for your interest. We encourage qualified candidates to email their resume and cover letter to HR@cochraneontario.com on or before February 14th, 2025, at 3:00 PM. The position will remain open until filled. Please write "Customer Service Rep" in the subject line.

The Town of Cochrane is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities (AODA). If you need an accommodation during the recruitment and selection process, please call (705) 272- 4361.

Personal information collected will be used in accordance with the Municipal Freedom of Information and Protection Privacy Act.

We thank all applicants for their interest and advise that only those candidates selected for an interview will be contacted.