



RESIDENTS
ASSOCIATION

Employment Opportunity

Customer Service Representative (CSR)

PART-TIME, SEASONAL, SUMMER 2020

Reporting to the Communications & Customer Care Coordinator and Administrative Manager, the CSR is responsible for providing excellent customer service and day to day enforcement of the rules and regulations of the Auburn Bay Residents Association at the Auburn House facility.

HOURS OF WORK

Mandatory training beginning May 4, 2020 and ending September 13, 2020. Hours of work may vary throughout the week and are weather dependant.

SPECIFIC DUTIES

- Provide exceptional customer service and portray a professional manner;
- Effectively respond to customer inquiries;
- Ensure all people entering the facility or park have been signed in;
- Complete appropriate forms and logs in regards to park usage, equipment rentals, guests, etc.;
- Process payments for concession, memberships, etc.;
- Enforce all Auburn Bay Residents Association rules;
- Adhere to all ABRA regulations, guidelines, policies and procedures, and safety program at all times;
- Monitor facility rentals (including gymnasium birthday party packages);
- Assist with setup and organization of programs and special events;
- Assist with cleaning duties;
- Be an effective public relations person for the ABRA and communicate effectively and courteously with staff and customers;
- Assist boathouse staff when necessary;
- Other reasonable duties as required;
- May be required to work the following events throughout the summer:
 - June 20, 2020 - Father's Day Laser Tag
 - June 28, 2020 - Bands & Brews at the Beach
 - July 20, 2020 - Beach Party
 - July 28, 2020 - 70.3 Ironman
 - August 7, 2020 - Movie Under the Stars
 - August 15, 2020 - Bands & Brews at the Beach: Encore
 - September 12, 2020 - End of Summer Fireworks Spectacular.



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QUALIFICATIONS

- Excellent people skills;
- Excellent communication skills;
- Ability to comprehend verbal and written instructions accurately;
- Experience in a customer service role;
- General computer knowledge;
- General knowledge of Microsoft Office programs;
- Attention to detail;
- Critical thinking and problem solving skills;
- Ability to work with others and take direction;
- Ability to work independently;
- Self-starter/ability to take initiative;
- Positive attitude;
- Confident in high stress situations;
- Ability to work under pressure;
- Ability to lift up to 50lbs;
- Commitment to safety;
- Satisfactory criminal background check;
- CPR & First Aid Certification is an asset;

If you are a hard worker, have a positive attitude, are willing to learn, and take pride in a job well done we would like you to join our team.

HOW TO APPLY

Please forward a cover letter with wage expectations and resume:

By Email: communicationseauburnbay.org

By Fax: (403) 930-6456

Position will remain open until a suitable candidate has been selected.

We thank all applicants, however only individuals selected for interviews will be contacted.