



## **Job Description**

### **Customer Service Representative (CSR) Part-Time**

#### **Join our tight-knit community!**

McKenzie Towne Council owns, maintains, and manages amenities in the community. It is a private, not-for-profit Residents' Association that sets a desired course for the McKenzie Towne Hall and other shared amenities, to ensure their long-term stability. It is our intent to be Calgary's finest community where people live, work and play.

McKenzie Towne Hall is a central amenity that offers a versatile space for recreation activities, meetings, events, and rental space. The 16,000 sq. ft. building boasts a 125-seating capacity Banquet Hall (divisible into 2 or 3 separate rooms), perfect for weddings, anniversaries, and birthday parties. It also contains a gymnasium, excellent for floor hockey, basketball, and large events. It is our intent to be Calgary's finest community where people live, work, and play.

The administrative offices and maintenance department of the McKenzie Towne Council are also housed in this building. Knowledgeable staff are available 7 days a week. They can answer questions in regards to rentals, recreation, drop-in, special events, annual fees, etc.

#### **Description:**

We are looking for a skilled **part-time Customer Service Representative (CSR)** to be responsible for the day-to-day security and enforcement of rules and regulations for McKenzie Towne Hall.

#### **Reporting:**

The **part-time CSR** reports directly to the Facility Coordinator and is responsible for the areas outlined herein, and sundry duties as assigned.

#### **Duties include:**

- Complete the appropriate forms in regards to facility and grounds usage, rentals and guest sign in
- Enforce all McKenzie Towne Hall rules and regulations
- Provide friendly and courteous customer service and information
- Ensure that the Towne Hall is secured at closing, i.e. all doors locked (gates opened/closed), lights are off and the building alarm set
- Assist in program registration and fee collection as required
- Complete appropriate shift task checklist

**Rentals / Programs:**

- Show facility to customers
- Set up and take down of tables and chairs for rentals and events as required
- Assist with the clean-up of programs, rentals, special events and toys
- Opening and closing of the Towne Hall as required
- Ensure that the Towne Hall is kept clean and maintained (washrooms, hallways, kitchen, gym, garbage, recycling, minor snow removal/salting/sanding steps on parking lot side of facility), etc.
- Support all administrative staff in the office as required
- Perform other duties as required

**Qualifications and Skills:**

- Possess a general knowledge of office administrative/clerical functions.
- Time management skills and ability to handle multiple priorities/tasks.
- Exceptional customer service, communication, and problem-solving skills.
- The ability to work flexible hours in a fast-paced team-oriented environment.
- Previous computer and cash handling experience
- Be physically fit and able to lift at least 50 lbs.
- Experience working in customer service, community recreation or hospitality is an asset.
- Bondable
- Standard CPR and First Aid Training would be an asset.

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Initials of Acknowledgement