



Position: Customer Service Representative

Location: 1 Donald Street, Ottawa

Category: Full-Time / Part-time

We're looking for **Full-time and Part-Time Customer Service Representatives** who will be responsible for providing customer services in a recreation and wellness facility, acting as the first point of contact, including processing registrations, bookings, and point of sales operations; liaising with customers and clients of other departments to ensure quality customer service and quality customer experience; providing related administrative support to facility programs, as assigned.

Duties and Responsibilities:

- Engage directly with clients and staff, in person, by telephone, and by email in a pleasant, positive, informative, and professional manner.
- Respond promptly to customer inquiries.
- Obtain and evaluate all relevant information to handle product and service inquiries.
- Provide pricing and delivery information.
- Complete program registrations, facility bookings, and point-of-sales operations.
- Maintain client information, sports program, and facility databases.
- Maintain a high level of confidentiality concerning client information.
- Resolve any client issues, and/or escalate to management where appropriate.
- Perform customer verifications.
- Set up new customer accounts.
- Direct requests and unresolved issues to the Customer Service Manager
- Manage customers' accounts.
- Record details of inquiries, comments, and complaints
- Record details of actions taken
- Maintain customer databases.
- Manage administration tasks.
- Communicate and coordinate with internal departments.
- Follow up on customer interactions.

- Remain up to date with programs and services offered at the sports centre in order to relay that information to clients.
- Other duties as required.

Education and Experience

- High school diploma or equivalent.
- Knowledge of great customer service principles and practices.
- Knowledge of computer applications and systems.
- Knowledge of administrative procedures

Key Skills and Abilities

- Great interpersonal skills
- Excellent communication skills- verbal and written.
- Excellent listening skills
- Problem analysis and problem-solving
- Attention to detail and accuracy.
- Customer service orientation
- Adaptability
- Initiative
- Stress tolerance
- Must be able to stand or sit for extended periods.
- Must be able to climb stairs.
- Must be able to lift a minimum of 50 lbs

Rideau Sports Centre is an inclusive employer in every way, and we are committed to providing accommodations for people with disabilities. If you require an accommodation, please notify the hiring manager and we will work with you to mutually address your needs.

We thank everyone who applies, however only those candidates selected for interviews will be contacted.