



Customer Service Representative, The Fenlands (Full-time)

You are the welcoming face of The Fenlands Banff Recreation Centre. Exceptional service delivery includes individualized, professional, helpful and attentive interactions. Demonstrating empathy, you make every visit a positive experience for “your customer” and you thrive in an active and bustling environment. You are a self-starter who can anticipate and identify what needs to be done without having to be directed to do so – this can range from sizing skates to entering data or completing a program registration to intercepting phone calls.

Your comprehensive knowledge and experience in community services, recreation or a similar field will enable you to:

- Act professionally and where needed, promote and connect users to other community resources and services.
- Be responsive to different user’s needs that may include children, seniors, immigrant or other vulnerable populations.
- Develop and maintain positive working relationships with community sports teams, volunteer and non-profit groups (i.e. Primary Care Network, Banff Curling Club, Bow Valley Learning Council, Referee Associations) and private businesses operating in our recreation facilities.
- Occasionally support the delivery of community recreation programs, which includes working directly with children and families in active environments.
- Promote and encourage resident participation in community recreation programs and services.

In addition to the above, you are proficient in Microsoft Office and can quickly and independently master new point of sale, client management and facility booking software systems (experience in BookKing is an asset). In the course of your work, you have acquired a working knowledge of accounts payable/receivable and records management systems and processes and can assist in providing administrative support to these functions. The accuracy and process of data entry is your cornerstone when entering, tracking and producing reports and metrics related to facility use.

You have a minimum 2 years’ work experience in a customer service or administrative position, preferably within a community services, recreation or non-profit environment. Experience working with recreation management software preferred. On hire, you will be required to provide a drivers abstract and an RCMP criminal background check with vulnerable sector clearance. A position description is available on request.

This position is based on 37.5 hours per week in a 7-day a week operation.

“Taking care of Banff: our People, our Community, our Park.”

To apply, please submit your cover letter and resume by Monday, 21 January 2018, to

Email: jobs@banff.ca
Mail: Town of Banff, Box 1260, Banff, AB, T1L 1A1
Drop off: 110 Bear Street

The Town of Banff appreciates the interest from all applicants, and will directly contact those being considered for an interview.