



Customer Service Representative

The Cranston Residents Association (CRA) is seeking reliable and motivated Customer Service Representatives to work a variety of shifts.

Reporting to the Office Administrative Coordinator, the Customer Service Representative is responsible for providing excellent customer service and day to day enforcement of the rules and regulations of the CRA at the Century Hall facility. The Customer Service Representative responsibilities include, but are not limited to:

- 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 the appropriate forms in regards to park usage, equipment rentals, guests, etc.;
- Enforce all Cranston Residents Association Rules;
- Assist with the setup and organization of programs and special events;
- Assist with cleaning duties;
- Be an effective public relations person for CRA and communicate effectively and courteously with staff and customers;
- Other related duties as assigned.

Qualifications

- Excellent people skills;
- General computer knowledge;
- Good communication skills;
- Attention to detail;
- The ability to work with others and take direction;
- The ability to work independently;
- CPR & First Aid certification is an asset;
- Satisfactory criminal background check.

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.

Forward your Cover Letter, with salary expectations, and Resume to:

Cranston Residents Association
C/O Century Hall
11 Cranarch Road SE
Calgary, AB T3M 0S8
Email: gm@cranstonresidents.ca Fax: 403-781-6614

Application Deadline: January 29th, 2012