

Job Description

QPEC Customer Service Representative

POSITION SYNOPSIS AND PURPOSE

(A position overview and how it aligns with corporate strategies)



The Customer Service Representative at Queens Place Emera Centre plays a pivotal role in ensuring a positive and seamless experience for all facility users. As the first point of contact, this role is essential in maintaining the facility's reputation for excellence in customer service and operational efficiency. Key responsibilities include front desk operations, handling inquiries, supporting administrative functions, and assisting with event coordination. By effectively communicating with users and staff, managing scheduling and billing processes, and promoting facility offerings, the representative contributes to the Facility's goal of being a premier recreational facility.

MAJOR RESPONSIBILITIES

(Position activities and allocation of time spent doing each activity)



Description	Approximate Time Spent (%)
<p>Customer Service and Communication</p> <ul style="list-style-type: none"> • Handles inquiries via telephone, email, and in-person interactions • Consults with QPEC Customer Service Supervisor to address user concerns and recommendations promptly • Maintains a friendly and constructive attitude towards staff, visitors and users • Provides accurate information about facility services and directs users to community resources as needed • Registers users for memberships and services, processes payments and administers billing functions • Facilitates ice rentals in the absence of the QPEC Customer Service Supervisor • Facilitates distribution of room keys for facility rentals 	<p>40%</p>

Description	Approximate Time Spent (%)
<p>Administrative Support</p> <ul style="list-style-type: none"> • Implements scheduling for all facility rental spaces • Communicates office supply needs and ensures effective use of resource • Prepares deposits and reports for financial review and approval • Performs computer backups and maintains filing systems • Assists with design and display of facility materials and signage 	20%
<p>Event and Facility Operations</p> <ul style="list-style-type: none"> • Assists in setting up, tearing down and implementation of events hosted at the facility • Supports event planners, caterers, and instructors with various requests • Administers the facility equipment loan program and ensures proper procedures are followed • Conducts regular inspections and reports facility issues for mitigation • Understands and implements facility opening, closing, and security procedures • Assist other facility departments as needed • Facility familiarity with awareness of basic facility functions and the location of items patrons and renters may need access to • Assist the QPEC Customer Service Supervisor with implementation of the facility beverage contract 	10%
<p>Promotion and Community Engagement</p> <ul style="list-style-type: none"> • Acts as a front-line ambassador promoting facility programs and services • Maintains awareness of community events and supports facility users • Facilitates communication between users and management for improved services • Ensures accurate and timely information on outdoor and indoor facility signs • Resolves user concerns and disputes professionally, seeking satisfactory solutions 	20%
<p>Policy Adherence and Professional Development</p> <ul style="list-style-type: none"> • Stays updated on facility policies, procedures and guidelines • Participates in training and seeks personal development opportunities • Upholds safe work practices and participates in safety meetings • Maintains confidentiality and professionalism in all interactions • Undertakes assigned duties and responsibilities with thoroughness and timeliness 	10%

***Note:** All activities are expected to be performed in a safe manner, in accordance with the *Occupational Health and Safety Act* and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

MINIMUM QUALIFICATIONS



Education (degree/diploma/certifications):

- High School Diploma
- Diploma or certificate from a recognized post-secondary institution in business management, tourism and hospitality management, or equivalent is preferred
- Hold and maintain valid First Aid, CPR, WHMIS certifications
- Provide satisfactory Criminal Record, Vulnerable Sector and Child Abuse Register checks every 3 years during term of employment

Experience:

- One to two years' related experience

Knowledge/Skill/Ability:

- Strong understanding of Microsoft Office programs and other administrative software
- Excellent organization, planning and interpersonal skills
- Experience with membership management considered an asset
- Understanding and ability to apply excellent customer service practices and techniques
- Basic knowledge of facility scheduling, event coordination and user management
- Strong verbal and written communication skills
- Ability to manage multiple tasks and prioritize effectively
- Ability to address and resolve user concerns efficiently
- Capacity to work effectively with other staff members

WORK CONDITIONS



Work Demands

This position spends approximately:

- [100]% of the time indoors
- [0]% of the time outdoors
- [0]% of the time driving a vehicle during work

Physical effort:

- Standing and sitting for extended periods of time
- Repetitive motions (e.g. phone usage, operating computer, filing)
- Lifting and moving equipment, supplies and documents/files
- Ability to move quickly throughout the facility

Mental effort:

- Ability to work in a fast paced and often loud environment
- Continuous focus on customer interactions
- Multi-tasking in busy environments
- Attention to detail in data entry

Hours of work:

- Flexibility required. Shift work which could include daytime, evenings, weekends and holidays.

Work Location:

- On-site (100% of work performed on-site)
- Hybrid (Combination of on-site and remote work)
- Mostly Remote (Most time spent working remotely with limited time spent in the office)

Note: Mostly remote positions are required to attend regularly scheduled team meetings, training, and collaboration opportunities on-site. Appropriate notice will be provided.

ACCOUNTABILITY AND INITIATIVE

**Independent Decision Making:**

- Resolving minor user issues independently
- Managing scheduling conflicts

Financials and Budget:

- Handling payments and deposits accurately
- Tracking facility usage for billing purposes

Confidential Information:

- Access to confidential information as it relates to contracts and user group information
- Safeguarding user, financial, and sensitive facility information with discretion

Creativity and Ingenuity:

- Enhancing user experience through customer service improvements
- Suggesting improvements to facility operations

Leadership, Supervision and Functional Advice

Employees this role manages or supervises:

- None

Functional advice this role may provide and to whom it is provided:

- User groups, members, patrons and visitors

POSITION CLASSIFICATION (Where this position fits)



Position Title: Customer Service Representative	Division: Queens Place Emera Centre
Department: Recreation	Classification:
Positions Supervised Directly: N/A	Reports to (Direct): QPEC Customer Service Supervisor
Salary Grade: 2	Positions Supervised Indirectly: N/A
Hours per week: Flexibility required. Shift work which could include daytime, evenings, weekends and holidays.	Work Location: Queens Place Emera Centre
Effective Date: September 8, 2024	Revision Date: February 10, 2026

Organizational Chart

The reporting relationship of this position to others within the immediate department.

