



MAPLE RIDGE

British Columbia



Customer Experience Clerk

Competition #22-107

Status: Auxiliary CUPE

Department: Parks, Recreation & Culture

Salary: \$23.77 - \$27.90 per hour

Closing: May 24, 2022

Come grow with The City of Maple Ridge! Are you a team player with a "can do attitude", excellent communication and customer service skills? We have the perfect opportunity for you!

POSITION OVERVIEW

The City is excited to be opening a new Community Centre in Albion located at 104th Avenue and 240th Street. We are looking for Customer Experience Clerks to welcome visitors and families to our recreation facilities. This is a clerical, cashiering, and receptionist work relative to providing assistance and information to the public on all recreation program registrations, facility admissions, bookings, activities, events, schedules, rentals and fees, registration and access to a variety of programs and services. Customer Experience Clerks provide assistance and information to the public related to recreation programs and services along with assisting building security and monitoring security cameras for patron and facility safety.

EDUCATION AND EXPERIENCE

Completion of the Grade 12 including or supplemented by courses in standard commercial subjects; some clerical experience including cashiering; First Aid certification is preferable; or an equivalent combination of training and experience.

KNOWLEDGE, SKILLS AND ABILITIES

- Sound knowledge of computer terminal and cash register operations.
- Sound knowledge of programs, room bookings, activities and services offered by the Parks Recreation and Culture Department.
- Good knowledge of modern office practices and procedures.
- Ability to meet and deal effectively with the public in a positive manner in providing information and assistance related to the work.
- Ability to receive remittances, process payments, make change, issue receipts, and balance cash accurately.
- Ability to perform data entry with accuracy and to perform clerical tasks related to the work.
- Ability to follow oral and written instructions and to learn assigned recurrent clerical tasks of some complexity within a reasonable time.
- Ability to meet Municipal standards.

HOURS OF WORK:

Hours of work are governed by Schedule B (I,K) of the Collective Agreement based on a thirty-five (35) hour week under Article 13.01, which may work any seven (7) hours or part thereof between the hours of 5:45am and 11:30pm; Monday to Sunday, inclusive, without shift differential. This position may be required to work more than five (5) consecutive shifts in a week or more than thirty-five (35) hours in a week without overtime rates being paid.

ADDITIONAL INFORMATION

This is an auxiliary position with no ongoing regular schedule of hours.

WHAT WE OFFER YOU

The City of Maple Ridge is a great place to work with competitive compensation packages that include the Municipal Pension Plan, a strong employee wellness program and the opportunity for professional career growth and professional development. If you want to help shape a growing community in a municipality that strives for service excellence, then this is the position for you.

We thank all applicants for their interest, however, only those under consideration will be contacted.