

# CUSTOMER SERVICE COORDINATOR

Position ID: J0724-0141

Job Type: Full Time

Department: Genesis Place - Customer Service

Number Of Positions: 1

Min Salary: \$62,405.00/Year

Max Salary: \$78,006.00/Year

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As one of the fastest growing cities in Alberta, the City of Airdrie is a recognized leader in building a vibrant and sustainable community through innovation.

At the City of Airdrie, incredible opportunities happen every day in a flexible work environment that is tailored to each department. Our inclusive culture and values create a workplace where we welcome aspiring, driven and creative individuals to help us accomplish our business and community goals. We are supportive of one another, and we have fun while we serve our community. We are passionate about improving the lives of our residents through care and respect; that is the foundation of our organization. At the City of Airdrie, we learn, grow and accomplish great things together.

If you have a passion for building a better community and are ready to join the excitement, we'd love to hear from you!

## The Opportunity:

The Customer Service Coordinator oversees the daily operation of customer transactions including pass sales, program registrations and contract payments which result in 87,000 of transactions per year generating \$6.5 million in revenue between all indoor recreation facility (GP & arenas). The position develops, leads and evaluates customer service and facility rental support processes and procedures to ensure best practices in customer service. The Customer Service Coordinator is responsible for onboarding of customer service representatives and facility attendants (25 + staff), as well as providing coaching, guidance, and support to a customer facing team. This position also provides customer service support for escalated customer concerns and inquires. The coordinator is required to be a subject matter expert in all processes and procedures and will provide front line support through cover breaks and shift gaps as needed.

Responsibilities include:

- Plans, organizes, supports online, in person and phone customer transactions including pass sales, program registrations, payment processing and auxiliary support for other POS transactions for a variety of city services (recreation, transit, waste and recycling, Airdrie Fair Access Program).
  - Conduct research and analysis relating to industry trends, innovation, and leading practices within customer service to identify service gaps and improve level of service.
  - With a customer focused approach, looks for strategies to improve customer relations to build a strong community connection while providing high level of recreation services. Maintains and fosters collaborative relationships with interdepartmental teams to support programs and services.
  - Mentors and coaches team members to learn and take ownership for their actions, role, outcomes and relationships. Where applicable, corrective action steps to ensure each member of the team is acting in way that model values and achieves desired outcomes.
  - Develop and facilitate annual training program for all customer service staff focusing on continual learning, development, and responsibilities of the team in their role as chief wardens during emergency situations.
  - Recruitment and training of skilled and passionate team members who reflect and embody our values.
- Develop and oversee on-boarding and ongoing training procedures related to:
- o Compliance to all relevant safety legislation and regulations.
  - o Job specific tasks and certifications.
- Foresees and defines issues, generates options and selects solutions (internal changes or external

adaptations) which are consistent with the departmental action plans.

- Coach and empower team to make decisions at the point of service that help to achieve the best interest of the community and the department.
- Provides professional and courteous service to all customers, user groups and coworkers including handling escalated inquiries/concerns.
- Collaboration with Team Leader on the planning and execution of an annual budget and purchasing of goods to align with business plans.

#### **You Bring:**

- Post-secondary education in recreation, event management or related field (preferred)
- Standard First Aid Level C, CPR & AED required
- Minimum 3 years of supervisory experience
- Advanced knowledge and skill using Xplor Recreation including POS, memberships, and program registration.
- Advanced cash handling, basic accounting skills
- Proficient in Microsoft Office software
- Basic budgeting and business planning skills
- Safety incident reporting and investigation experience
- Excellent interpersonal and customer service skills
- Strong leadership and communication skills
- Strong planning, organization analytical and problem-solving skills
- Demonstrates maturity, confidence, solid judgement and the ability to work independently
- Strong reading and writing comprehension skills

#### **We Offer:**

Along with a competitive compensation program and City paid health and dental premiums, this position also includes:

- Excellent health, dental, paramedical, and benefits plan
- First-in-class pension plan
- Career development and tuition reimbursement
- Employee discounts, annual adult Genesis Place pass, social events, and health & wellness initiatives

Continuous learning through training and development is encouraged as are flexible work arrangements, when possible. We recognize that our people work best when they feel engaged in their environment and appreciated for their efforts and our overall benefits package reflects that.

#### **Additional Information:**

This is a full time, 40 hour per week position.

Typically work schedule will include days, evenings and weekend shifts.

Please provide a cover letter as a means of introducing yourself and your interest in this role.

#### **Next Steps:**

Candidates are invited to apply online at [www.airdrie.ca](http://www.airdrie.ca)

Postings close at 9 p.m. on the closing date listed in the posting. We recommend applying as soon as possible as we are not able to accept late applications.

Please review the job competition carefully and be sure to attach any specifically requested documentation in the My Documents section of your application.

Interviewing and hiring may commence prior to the posted closing date.

Thank you for your interest in the City of Airdrie.