

Customer Relations Representative (Permanent, On-Call) - 1444

Close Date

September 15, 2024

At the City of Kamloops, we believe in progressive and barrier-free recruitment for everybody every day. This means employment opportunities for all in a safe, inclusive and diverse workplace. We know our city is stronger when we hire qualified individuals from different backgrounds with diverse experiences, cultures and perspectives.

We are focused on creating the highest levels of service excellence, based on an organization-wide community culture that celebrates our employees who make it all happen. We are known as Canada's Tournament Capital and are famous for our hospitality and community spirit, traits that make us a leader! Recreation, sports, arts and culture, health care, social activities, volunteerism, and affordable housing all meld to form a unique blend of big-city amenities with small-town ambience. This is Kamloops!

Let's make Kamloops shine! Join our team today.

Position Overview

We believe that exceptional customer service is at the heart of our success. As a Customer Relations Representative with us, you'll be more than just a voice on the line—you're a crucial part of our mission to deliver unparalleled customer experiences.

The City of Kamloops is hiring multiple Permanent, On-Call Customer Relations Representative (CRR) to cover front counter shifts at various City recreation and culture venues including the Tournament Capital Centre, Westsyde Pool and Fitness Centre, and the Kamloops Museum and Archives. In this role, you'll be responsible for receiving and processing admissions to a variety of recreation, sport and cultural services; responding to routine inquiries; and receiving cash. With competitive wages, a positive and inclusive workplace this is an ideal opportunity for individuals looking for a rewarding career.

As a Customer Relations Representative you will have a direct impact on Making Kamloops Shine, by influencing customer satisfaction and loyalty. You will engage with the general public, facility users, staff and other agencies, to answer inquiries on ongoing programs, facilities and general events.

The successful candidate will perform cashier service work and complete daily cash reports. Your knowledge of a variety of office equipment, PerfectMind/ xPlor Recreation software, Word, and Excel as well as your ability to communicate effectively orally and in writing will serve you well.

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If you're passionate about delivering outstanding customer service and looking for a fulfilling career in a collaborative work environment, we'd love to hear from you. Apply now and join our Community and Culture team.

The successful candidate must have the following qualifications:

1. Completion of senior secondary school or its equivalent.
2. Proficient in basic Word and basic Excel as demonstrated through testing (70% pass rate required).
3. At least three months of previous clerical and receptionist experience.
4. At least three months of previous customer service and cash-handling experience.



For new hires, and for those working in designated positions of trust, including those working directly with vulnerable persons, no formal offer of employment will be made until an applicant completes a police information check. This position will receive 14% in lieu of all benefits, vacation, stat holidays, and health time. This is a CUPE local 900 position. Please note that more than one may be hired.

Hourly Rate

\$30.77

Hours & Days of Work

On-Call

Hours per Week

Various

Please note if you need assistance or have individual needs or requirements throughout the application process, contact the Human Resources Department by telephone, email hr@kamloops.ca or in person at 6-510 Lorne Street so we can better support you.

External job postings are open to everyone. We are an equal opportunity employer and thank all applicants for their interest. Please be sure to review the application requirements of each job you apply for. Only those selected to participate in the recruitment process will be contacted.

Applications are accepted online at kamloops.ca/careers.