

Employment Opportunity

Customer Service Representative

Casual

Application Deadline: Friday, June 6, 2025

The Town of Morinville is a growing community on the doorstep of Metro Edmonton. Developed on a foundation of rich heritage and culture spanning 100+ years, it offers an excellent quality of life with convenient access to all nearby big city amenities while retaining the characteristics of a vibrant and flourishing centre for the surrounding rural community.

Reporting to the Senior Customer Services Representative, the Customer Services Representative (CSR) provides front-line service and administrative support as a member of the Community Services department within the Community & Infrastructure Services Division. This position will primarily work out of the Morinville Leisure Centre location; however, there may be times when the CSR will work at alternate Morinville facilities as required. Commitment to service excellence will be demonstrated through the delivery of a variety of administrative functions within established guidelines and policies. The incumbent will work with sensitive information and maintain confidentiality while monitoring and coordinating a variety of office activities. **This position has an anticipated end date of May 31, 2026, based on operational requirements.**

Key Responsibilities:

- Answering telephones, responding to email and counter inquiries, and assisting with organizational documents.
- Manage internal and external departmental correspondence and mail distribution.
- Enter individual bookings, program registrations, and maintain data collected in the Parks & Recreation software program for user groups and members.
- Perform point-of-sale transactions and related financial duties.
- Promotion of Community Services programs, community facilities, and promotes the Morinville Leisure Centre and the Morinville Community Cultural Centre.
- Assist with department operations by managing supply inventory and procurement.
- Provides assistance with report preparation as needed.
- Perform accurate and timely data entry, record keeping, copying, filing, and other duties as assigned.

Requirements:

- Post secondary education in Office Administration or related field.
- A minimum of three years of customer services support experience, preferably in a municipal government or public sector environment. (*Equivalent combinations of education and experience may be considered*).
- Recreation Software experience is an asset.
- Valid First Aid & CPR Certification is an asset.
- Exceptional customer service, interpersonal, verbal, and written communication skills.
- Proficient skills in all Microsoft Office programs are required.
- Strong attention to detail and accuracy along with a high level of initiative.
- Effective time management and organizational skills.

Compensation/Hours of Work: Wage Range of \$26.82 to \$32.03 per hour. Shifts can start as early as 5:45AM and evening shifts end as late as 11PM. Evening and weekend availability is required. Hours of work for this position are irregular and will vary by assignment.

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To apply to this position please visit www.morinville.ca/careers

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

The Town of Morinville values and supports diversity and inclusion in the workplace and encourages all qualified individuals to apply. Accessibility accommodations are available on request for candidates taking part in all aspects of the selection process.