

## **Customer Relations Representative (Permanent, On-Call) - 1713**

### **Close Date:**

August 3, 2025

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**

Ready to be the friendly face that keeps things running smoothly at recreational facilities in Kamloops? We're looking for someone who enjoys working with people, stays organized under pressure, and can handle everything from registering participants for programs and selling event passes to answering questions and keeping daily cash balanced.

You'll be responsible for creating accurate client accounts, monitoring activity in public areas, and providing helpful information to visitors. Think you can keep your cool with a lineup of eager visitors? This might just be your perfect fit! Apply now and be the heartbeat behind the scenes of the City's most exciting community happenings!

Join our team and help deliver great experiences across the City of Kamloops.

### **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**

\$32.003

### **Hours & Days of Work**

On-Call/Various Normal and non-normal shifts.

### **Hours per Week**

Various

## Career Opportunity



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](mailto: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](http://kamloops.ca/careers).

## **ON CALL GUIDELINES – CUSTOMER RELATIONS REPRESENTATIVES**

The City of Kamloops, in consultation with CUPE Local 900, has developed the following written guidelines which shall govern on-call Customer Relations Representatives (CRR). These guidelines shall not apply to Permanent and Temporary full time CRR. These guidelines are intended to increase operational efficiency, and ensure adequate coverage exists for any CRR absence. These guidelines may be revisited as required.

### General Principles:

1. On-call shifts are called out in accordance with operational need, and are intended to cover Permanent and Temporary full time and part time CRR holiday, health leave and / or other paid or unpaid absences.
2. The purpose of on-call shifts are to fill an operational need that may arise unexpectedly. On-call employees are therefore required to remain available to work when called.
3. As per Letter of Understanding 'Employee Definitions,' on-call CRR employees have:
  - No guarantee of daily or weekly hours.
  - No fixed term of employment.
  - The right to hold more than one permanent on-call position, but may not work more than thirty-five (35) / forty (40) hours in a normal work week without supervisory approval.
  - Benefit entitlement calculated as per Article 19(g) – Benefit Allowance for Part-time, Temporary and on-call Employees.
4. On-call CRR are required to be available all week (Sunday – Saturday inclusive) when work arises, unless they are on other on-call lists with the City of Kamloops. Such employees will be expected to inform the Supervisor of any other lists they may be included on, and take sufficient CRR shifts in order to maximize their available hours.
5. Current Permanent part time CRR who wish to be considered for on-call work will be given the opportunity to be placed on the CRR on-call list. Future incumbents to the Permanent part time CRR classification will indicate upon acceptance of the position whether they wish to be included on the on-call list. All CRR's on the on-call list shall be subject to these guidelines, and will be provided a copy upon their hire.

### Minimum Availability of On-call Employees on Multiple On-call Lists / Holding Alternative Employment:

Although employees on multiple on-call lists must continue to be available for work when required, the Employer recognizes there may be times when their availability is limited. In these instances they will be required to maximize their available hours when called in order to maintain an acceptable level of availability to the Employer.

1. The acceptance /refusal of shifts by on-call employees will be evaluated regularly to ensure operational needs are met.
2. If an employee's availability does not meet operational needs, their ability to provide additional hours will be discussed with them
3. Those who demonstrate insufficient availability, fail to answer their phone, or repeatedly refuse work when offered, will be subject to investigation and may be subject to discipline as a result. This may include being removed from their on-call position.
4. On-call employees are responsible for advising the Supervisor if accepting a shift would put them in an overtime situation.

On-Call CRR Responsibilities:

1. On-call CRR's are responsible to provide current contact information to their Supervisor, including any change to home and cell phone numbers.
2. Cell phone numbers will be assumed to be the preferred method of contact unless otherwise stated. It is the responsibility of the on-call CRR to carry and answer their cell phone whenever practical.
3. On-call CRR's are required to work in a variety of locations and are responsible to attend work when called upon (except as otherwise outlined in these guidelines).
4. On-call CRR's must contact their Supervisor to keep them apprised of availability changes prior to being called upon, which includes:
  1. Calling to report any health leave absence. Article 17(d) shall continue to apply. Such employees will not be called for work until either:
    - The expiry of their doctors note or;
    - Contact has been made with the Employee to ensure they are fit to work again.
  2. Securing additional employment outside of the City or going to school, and the time requirements associated with these changes. Such employees, who cannot meet a reasonable availability (as determined by the Supervisor), will be subject to investigation, which may result in discipline, including being removed from their on-call position.
5. One of the main purposes for on-call employees is to cover regularly scheduled staff during peak vacation periods (for example, Spring Break, Easter, summer, Christmas). Requests for time off or time free from being called may be considered; however, it is understood that these requests will be made in writing, and at least one (1) week prior to the date(s) requested. Every reasonable effort will be made to accommodate these requests, however, there is no guarantee that the time off will be granted.

#### Call-out Procedure – Known Absences:

1. Coverage for planned known absences (i.e. previously scheduled employee vacation) will be offered in order of seniority. Employee absences booked in blocks of time of two (2) or more days will be offered out in their entirety for coverage, up to sixty (60) working days. Absences longer than sixty (60) working days will be posted as per the job posting process.
2. Blocks of time not selected may be broken up and offered again in individual days or smaller time intervals, at Management's discretion.

#### Call-out Procedure – Unknown and Unexpected Absences:

1. An On-call CRR employee list will be kept and called out in order of seniority.
2. Regardless of the length of time between call out and shift date, should an employee miss a call from the Employer to fill that shift, a brief message will be left indicating that a shift is being offered for a particular date / time and a call back number. The caller will then continue down the list in order of seniority.
  - Employees will be permitted to phone back, and enquire whether the shift has been filled yet or not. If available, they will be entitled to request the shift.
3. A record will be kept throughout the calendar year when on-call employees are contacted. Any on-call employee who either misses the call, or refuses the shift offered will have that missed shift recorded. Three (3) missed shifts in any given month, or a total of ten (10) missed shifts within a calendar year will prompt an investigation. All records will be 'zeroed' out at the end of the calendar year.