

CUSTOMER SERVICE REPRESENTATIVE I

HOPE & AREA RECREATION CENTRE

(PART-TIME)

Competition #2026-06

January 19, 2026



If you have a strong interest in recreation facilities and enjoy working directly with the public, consider applying for our Customer Service Representative I position at the Hope and Area Recreation Centre. Located in the central area of Hope, the recreation centre serves as a primary point of access for skating, swimming, fitness, and recreation programs for residents of Hope and FVRD Electoral Areas A and B. This position is a front counter role and is often the first point of contact for customers entering or contacting the facility.

People are at the center of everything we do, and we strive to put the needs of those we serve and the employees in the organization at the forefront of our day-to-day work. We are an organization that values teamwork and respect. We are committed to diversity, equity, inclusion, and being representative of the region we serve. We invite all qualified candidates to apply. We are dedicated to the ongoing process of building relationships and examining our work to ensure that the principles of inclusion, collaboration, and reconciliation are included. If you have a passion for public service and want to make a difference in the lives of those who live, work, and learn in the Fraser Valley, consider coming to work with us.

The Customer Service Representative I plays an important role in supporting day to day operations and customer service delivery by assisting the public in person, by phone, and by email, processing payments and registrations, and ensuring accurate information is provided to users of the facility. This is a position that requires reliability, attention to detail, and the ability to work collaboratively with other departments.

The ideal candidate must have:

- » Grade 12, plus experience working in an office environment and handling cash;
- » Must have excellent oral communication skills and be able to respond to customers in a courteous and professional manner;
- » Must have strong written communication skills inclusive of letter writing;
- » Must be able to understand and execute cash handling procedures and perform mathematical calculations;
- » Must be able to quickly acquire the ability to proficiently utilize the computer and POS database and related applications including MS Word and Excel;
- » Must have or be able to quickly acquire basic knowledge of recreation and leisure services;
- » Must maintain an excellent quality of service and high degree of accuracy;
- » Must be able to pass a Criminal Records Check; and
- » Must possess a valid Driver's Licence.

The rate for this union position is \$25.99 per hour plus 16% in lieu of benefits. Upon successful completion of the required probationary period, if eligible, participation in the benefits program.

If you have a passion for public service and want to make a difference in the lives of Fraser Valley residents, we want to hear from you. Please submit your resume, along with a cover letter, indicating how you meet the qualifications. **Visit www.fvrd.ca/careers** to apply for this competition by 4:30 p.m. on February 9, 2026.

While we appreciate the interest of all applicants, only those candidates under consideration will be contacted.