

Employment Opportunity

Customer Services Representative

Permanent Full-Time

Reporting to the Senior Customer Services Representative, the Morinville Community Cultural Centre (MCCC) Customer Service Representative (CSR) is responsible for delivering exceptional front-line service to residents, program participants, and facility users. This position plays a key role in managing registrations, processing financial transactions, maintaining accurate records, and supporting communication and promotional efforts for programs, services, and events. The CSR works collaboratively with internal departments to ensure efficient administrative processes and positive customer experiences at the Community Cultural Centre. Commitment to service excellence in this position is demonstrated in performing a wide range of administrative functions in alignment with established guidelines and policies. This role requires handling sensitive information with discretion and confidentiality while coordinating and overseeing various office activities.

Key Responsibilities:

- Deliver professional front-line customer service by responding to in-person, phone, and email inquiries from residents, patrons, and community partners.
- Provide administrative and intake support for Family and Community Support Services (FCSS), including assistance with the Wellness & Recreation Assistance Program (WRAP) and referrals to community supports and resources.
- Interact respectfully and professionally with vulnerable populations, exercising sound judgment and escalating sensitive matters as appropriate.
- Enter, maintain, and manage accurate records for program registrations, memberships, WRAP files, facility bookings, and client accounts within the Recreation software system.
- Process point-of-sale transactions, including registrations, memberships, event ticket sales, and facility bookings, ensuring accuracy and financial accountability.
- Provide front-line support for Community Services and MCCC events, including ticket sales, registrations, and on-site customer service during high-volume periods.
- Support Morinville Community Cultural Centre (MCCC) facility bookings, including inquiries, booking entry, payments, and coordination with internal departments.
- Promote Community Services programs, facilities, and events, including the Morinville Leisure Centre and Morinville Community Cultural Centre.
- Manage correspondence, records, filing, and data entry in accordance with records management and privacy requirements.
- Handle confidential and sensitive information, including personal, financial, FCSS, and WRAP-related data with discretion and in compliance with privacy legislation and municipal policies.

Requirements:

- Post-secondary education in Office Administration or a related field.
- A minimum of three years of customer service 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 \$27.76 to \$33.15 per hour (7 Step Grid), based on a 35-hour work week. We offer a comprehensive benefits package including Pension, professional development opportunities, and a supportive work environment.

Application Deadline: Sunday, February 22, 2026

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.