

Employment Opportunity

Senior Customer Services Representative

Permanent Full-Time

Reporting to the Supervisor, Programs & Services, the Senior Customer Service Representative is responsible for the overall coordination and support of the work performed by the Customer Services Representatives (CSR) at the Morinville Community Cultural Centre and the Morinville Leisure Centre. This position will assist Community Services by helping oversee the scheduling, payroll, deposits, hiring, training and evaluation of the CSR's working in facilities overseen by Community Services. This position is also responsible for overseeing the Morinville Leisure Centre Corporate Memberships Program, including account administration, reporting, and renewals. This position will complete electronic program and membership registrations, as well as generate reports and metrics that assist in department operations. This position requires handling sensitive information with discretion and confidentiality, including financial data, corporate account information, and personal patron information, in accordance with applicable legislation, policies, and organizational standards.

Key Responsibilities:

- Coordinate with the Supervisor to develop and manage CSR staff schedules to ensure Community Services facilities meet operational and customer service needs.
- Lead and coordinate the hiring, onboarding, training, and performance evaluation of CSR staff including permanent, part time, and casual employees.
- Provide senior-level direction, escalation support, and quality control to the CSRs to ensure work assignments are completed accurately, consistently, and on time.
- Assist the Supervisor with the preparation, tracking, and maintenance of departmental metrics, reports, signage, and the Community Services Guide.
- Oversee and administer the MLC Corporate Member program, including employer onboarding, account setup, renewals, reporting, issues resolution, and coordination with the CSR Team.
- Support Community Services staff with entering, maintaining, and updating program information in software systems including registration platforms, online ticketing systems, calendars, and website content.
- Assist the Supervisor, as required, with monitoring and supporting the Guest Services operating budget.
- Support and oversee established procedures for customer transactions including cash handling, program registration, and related financial activities.
- Oversee and complete daily cash balancing, deposits, and reconciliations for the CSR transactions to ensure accuracy and accountability.
- Support records management by maintaining files and documentation in accordance with organizational policy, procedures, and legislative requirements.
- Perform front desk and reception duties as required, providing senior support, escalation handling, and service continuity in-person, by telephone, and through electronic communication channels, and support general office operations including meetings, supply ordering, inventory tracking, and other assigned duties.

Requirements:

- Post-secondary education in Office Administration, Business Administration, Recreation Administration or a related field.
- A minimum of three years of administrative support experience, preferably in a municipal government or public sector environment. (*Equivalent combinations of education and experience may be considered.*)
- Demonstrated experience supervising staff, including scheduling, training, and performance evaluation.
- Strong written and verbal communication skills, with the ability to communicate clearly with staff, leadership, and the public.
- Demonstrated experience using computerized systems related to cash handling, program registration, and point of sale operations in a public or service-based environment.
- 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: Annual salary range of \$59,740 to \$71,333 (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.