CUSTOMER SERVICE REPRESENTATIVE I

HOPE & AREA RECREATION CENTRE
(FULL-TIME) - EVENINGS AND WEEKENDS

Competition #2026-42

November 3, 2026

Fraser Valley Regional District

If you have a passion for recreational programs, fitness or sports of any type, consider turning that passion into a rewarding employment experience. Situated in the central area of Hope, the Hope & Area Recreation Centre serves as a vital community hub. From skating to swimming, to recreation programs and more, our rec centre provides a wide range of recreation services and programs to residents of Hope and FVRD Electoral Areas A and B. We have an exciting opportunity for someone with excellent customer service skills to fill the full-time position of Customer Service Representative I. **This full-time position is scheduled for 8 consecutive hours per day (exclusive of lunch break), for five (5) consecutive days per week, primarily working evenings and weekends.**

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 successful applicant will be responsible for providing a high level of customer service to users of the facility; performing cashiering and related POS duties; maintaining complete and accurate records of recreation programs, public schedules, and correspondence; and providing clerical support.

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 License.

The rate for this full-time union position is $25.99 per hour plus a comprehensive benefits package.

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 November 17, 2026.

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