



Job Posting – Customer Service Representative

Title

Customer Service Representative

Reports To

Guest Service Supervisor

Summary

The Customer Service Representative (CSR) will provide our customers with a high level of customer service. The CSR is responsible for serving customers in person and via the telephone including processing credit or debit card transactions. The CSR is accountable for dealing with customer complaints, inquiries and processing transactions. CSR follows all Laurentian Ski Hill procedures and policies when providing customer service. CSR participates in all assigned training. CSR understands his/her role as brand ambassador and provides positive brand experiences to all customers.

Job Responsibilities:

Customer Service

- Greet customers entering establishments;
- Answer customers questions;
- Resolve customer satisfaction issues;

Administrative

- Compute and record totals of transactions;
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change;
- Establish or identify prices of goods and services, and tabulate bills using calculators, cash registers, or optical price scanners;
- Issue receipts, refunds, credits, or change due to customers;
- Maintain clean and orderly checkout areas;
- Monitor checkout stations to ensure that they have adequate cash available and that they are staffed appropriately;
- Process merchandise returns and exchanges;
- Receive payment by cash, check, credit cards, vouchers, or automatic debits;
- Compile and maintain non-monetary reports and records;
- Keep periodic balance sheets of amounts and numbers of transactions;
- Provide clerical assistance in the form of typing, filing, etc;



General Tasks

- Perform minor maintenance work including shovelling snow;
- Perform clean-up duties in bathrooms and seating area;

Requirements

- Strong customer service and troubleshooting skills;
- Ski or Snowboard experience preferred;
- Exceptional conflict resolution, negotiation, and objection handling skills;
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment;
- Able to work with minimal supervision;
- Effective work habits;
- Excellent organizational skills;
- Able to effectively communicate both verbally and in writing;
- Able to work well under pressure;
- Strong attention to detail;
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times;
- Strong skills in Microsoft Office;
- Proven data entry and typing skills;
- Professional appearance and manners;
- Strong work ethic and positive team attitude;

Working Conditions

- Manual dexterity required to use desktop computer and peripherals
- Lifting or moving up to 30lbs may be required
- Work hours may be weather dependent

If you are hired, prior to your start date and as a condition of your employment, you will be required to provide proof that you are fully vaccinated against COVID-19 in accordance with Public Health guidelines or provide proof of a valid medical exemption.

Please send your resume to Karen Jones the General Manager via email at karen.jones@northbay.ca by November 25, 2021 at 5:00 p.m.