



## NEW BRIGHTON RESIDENTS ASSOCIATION JOB POSTING

### Part Time Customer Service Representative

Hourly Rate: \$15/hour

**OUR MISSION:** *“To enhance New Brighton’s sense of community by providing facilities, amenities, programs, and events.”*

**OUR VALUES:** *Inclusion, Financial Accountability, Integrity, Responsibility, Enthusiasm*

**ABOUT US:** The New Brighton Residents Association (NBRA) is a not-for-profit organization established to professionally manage and operate several of New Brighton’s community features. Operated by the NBRA, the New Brighton Clubhouse is a year round recreational facility, consisting of a 6500 square foot building. Also on site are; 2 tennis courts, a beach volleyball court, basketball courts, a splash park, playground, and a hockey rink. The Bell Tower amenity, pond fountains, and community entrances are among a few of the other community features maintained by the NBRA.

**OUR TEAM:** The New Brighton Residents Association has a unique environment with a dedicated, highly skilled workforce that has a proven foundation built on mutual respect. Each employee brings unique skills and has a measurable and essential contribution to help achieve the Company’s common goals. Above all, while working safely, employees must focus on continuously achieving quality standards in everything they do in order to meet and even exceed the NBRA’s customers’ expectations.

**SCOPE OF RESPONSIBILITY:** The New Brighton Residents Association (NBRA) is seeking an individual to provide excellent customer service, day to day enforcement of the rules and regulations of the NBRA, and assist with all tasks necessary for day-to-day office operation. Shift time will vary throughout the week, during evenings, and weekends.

**AUTHORITY:** The part time Customer Service Representative will report directly to the Lead Customer Service Representative of the NBRA.

**HOURS OF WORK:** Monthly schedules will be provided by the 15<sup>th</sup> of the month prior. **Possible shifts include:** Monday – Friday 3:45pm-10pm, Saturday – Sunday 9am-4pm or 3:45pm-10pm, as well as occasional weekday/daytime shifts.

**SPECIFIC DUTIES:** Without limiting the generality of the foregoing, the part time Customer Service Representative is responsible for performing the following specific tasks:

- Provide exceptional customer service and portray a professional manner
- Effectively respond to customer inquiries, finding the answer when unknown
- Ensure all people entering the facility or park have membership cards, and conduct card checks throughout the shift
- Assist residents to complete the appropriate forms in regards to park usage, equipment rentals, membership, etc.
- Enforce all New Brighton Resident Association rules
- Assist with facility rental inquiries
- Assist with the setup and organization of programs and special events
- Assist with cleaning duties
- Assist with minimal snow removal around the New Brighton Club, as needed
- Be an effective public relations person for the NBRA
- Actively promote program registration and event participation
- Actively participate in the NBRA Safety Program
- Other related duties as assigned

**QUALIFICATIONS:**

- Excellent people skills
- General computer knowledge
- Good communication skills



- Attention to detail
- The ability to work with others and take direction
- The ability to work independently
- The ability to take initiative
- Exceptional problem solving skills
- CPR & First Aid certification is an asset
- Flexible schedule required
- Satisfactory criminal background check

**ADDITIONAL COMPENSTATION:**

- RA rewards recognition program
- Training and development opportunities

**TO APPLY:**

Interested applicants are asked to submit a resume and cover letter detailing relevant experience to the Customer Service Leader by email: [rentals@nbra.ca](mailto:rentals@nbra.ca) or via fax 403-781-6611 by **Jan 30/2019**. Please note that all candidates selected for the interview process will be required to provide a minimum of 3 work related references, a clear background check, and a clean driver's abstract at the interview.