

Seeking Unique Blend of Administrative Strengths and Dynamic Personality!

NOW HIRING: WELCOME DESK REPRESENTATIVES

COMPENSATION INCLUDES MEMBERSHIP TO RECC!!

Position Title: Welcome Desk Representative (AKA "The Face of the RECC")
Reports To: Welcome Desk Coordinator
Position Length: Part-time (12 – 29 hrs weekly); Potential to lead to full-time position
Start Date: May 14, 2018

Position Summary

If you shine in the world of administration, love personal interactions, are passionate about excellence in customer service, and are committed to work varied shifts, including evenings and weekends, this role is for you!

As front line customer service staff, Welcome Desk Reps must ensure that members and guests receive a warm, genuine welcome to the RECC, and are provided with all pertinent information in an effective and timely fashion. WDRs must be professional, approachable, courteous, competent, and willing to go above and beyond their duties as they provide exceptional customer service both face to face and via phone/email. WDRs passionately promote products and services of the RECC, and are key players in growing the RECC business. WDRs also serve internal staff, acting as a direct line of communication between RECC departments and the public. In many ways, WDRs are the face of the RECC!

Qualifications & Requirements

- Minimum of two (1) years' administrative experience
- Minimum of two (2) years' experience in a front line customer service position
- Computer savvy with proven ability to quickly learn new software programs
- Exceptional communication skills with experience in conflict resolution and de-escalation of customer complaints
- Strong interpersonal skills; capable of being friendly and outgoing, while still maintaining all professional boundaries
- Impeccable attention to detail, with strong organizational skills and ability to manage competing priorities
- A proven team player who can both take direction or provide leadership on a project, as the job requires
- Self-motivated, taking initiative to remain productive and efficient, even during down times at the Welcome Desk
- Knowledgeable about sales techniques, including upselling
- Experienced in handling large amounts of money through cash and electronic transactions
- CPR/First Aid certification or willingness to obtain
- Committed to work evenings and weekends

Duties and responsibilities will include, but are not limited to:

- Proactively seek opportunities to promote the programs, services, events, mission, and vision of the RECC
- Facilitate exceptional customer service interactions while providing knowledgeable information to members, guests, and staff
- Develop strong product knowledge and ability to deliver all pertinent information requested by members and potential clients
- Facilitate efficient and effective flow of information between all RECC departments and members/visitors
- Process payment for registrations, ticket sales, memberships, POS item sales, and other financial transactions
- Administrative tasks including phone calls, registrations, data entry, complaint resolution, cash balances, etc.

Current Criminal Record and Child Abuse Registry checks are mandatory as a condition of RECC employment and must be presented before shifts can begin.

Wages: \$12 - \$14/hr, dependent on previous experience and level of training/certifications
Personal membership to the RECC

*We welcome resumes from all qualified applicants, however, only those selected for an interview will be contacted.
Applications must be submitted to admin@ratheastlinkcc.ca before end of day Friday, May 4, 2018.*