



We are **hiring!**

## Customer Service Representative

**Full Time & Part Time • Thunderchild Wellness Centre**  
Thunderchild First Nations, Saskatchewan

**Why Recreation Excellence?** Recreation Excellence is Serious about FUN! We strive to assist in the development of happy, healthy, responsible individuals and families. Our team takes pride in our core values, which include: helping to provide safe services in safe environments, helping individuals appreciate their innate worth, to care about others, and to experience the joy of learning. We have the freedom and flexibility to try new things, create new programs, and come up with innovative solutions and ideas. While providing opportunities for professional development and additional certifications, this energetic management team works hard to create a FUN, upbeat working environment! Recreation Excellence provides opportunities for advancement, learning and certifications, and even staff recruiting incentives!

**The Customer Service Representative** reports to the Assistant General Manager or designate, and performs will be responsible for providing exceptional customer service to our guests, assisting with facility operations, while ensuring a positive and enjoyable experience for all visitors.

**The following experience, education & certifications are an asset:**

- Completed grade 12
- Training provided in Standard first aid and CPR-C with AED & WHMIS 2015
- Experience with;
  - Building services
  - Customer service or hospitality role
  - Cash Handling
- Knowledge of graphic design and social media platforms

**Required Knowledge and Ability:**

Knowledge of:

- Recreation equipment & operations;
- Report writing
- Computer systems and common office software.

Ability to:

- Do physical work involving bending lifting and moving of light objects;
- Multitask and prioritize tasks in a fast-paced environment.
- Deal effectively with co-workers and the public.
- Learn job-related material primarily through oral instruction and observation;
- Read, understand and interpret plans and specifications;
- Follow oral or written instructions and procedures;
- Work cooperatively with other employees and the public;
- Multitask to meet priorities and deadlines; and
- Complete duties in a safe manner, following established safety rules and regulations.

**Essential Functions:**

- Assist with set up and take down for community events occurring at the facilities;

- Ensure that all work performed is in accordance with safety standards set forth in Worksafe Saskatchewan occupational health & safety manual and that pursuant to regulations are adhered to including the use of personal protective equipment;
- Demonstrate continuous effort to improve operations, streamline work processes and work cooperatively towards an efficient and effective work environment;
- Greet and welcome guests upon arrival with a friendly and approachable demeanor.
- Provide information about facility amenities, services, programs, and activities.
- Assist guests with membership inquiries, registration processes, and fee payments.
- Answer phone calls, respond to emails, handling and providing information for general inquiries in a timely and professional manner.
- Maintain accurate knowledge of facility schedules, programs, and policies to address guest questions and concerns effectively.
- Manage equipment rentals, including distribution, maintenance, and documentation.
- Monitor and enforce facility rules and regulations to ensure guest safety and compliance.
- Handle guest complaints and resolve issues promptly and effectively, escalating to the supervisor or manager as needed.
- Maintain cleanliness, & organization of the reception area and guest service desk.
- Assist with administrative tasks such as data entry, filing, and report generation.
- Assist with graphic design and advertising boards within the facility and social media
- Act as fire warden for all emergencies and evacuations.

*Note - The duties listed are not set forth for the purpose of limiting the assignment of work and are not to be construed as a complete list of the duties normally to be performed under a job title or those duties temporarily performed outside the normal line of work.*

Wage to be determined based on experience and certifications. The successful candidates will require a Criminal Record Check and Working with Vulnerable Persons search prior to commencing work and must maintain a clean Criminal Record to remain on staff.

To apply, email [kbauldic@recreationexcellence.com](mailto:kbauldic@recreationexcellence.com) with your resume and cover letter! Please state if you're interested in the Full Time or Part Time position in your application.