

## **Ortona Gymnastics Club**

### **Part-time Customer Service Representative**

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Be the first contact with the public and provide front line customer service – shifts available Monday, Tuesday & Friday afternoon/evenings.

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### **Responsibilities**

#### Reception

- Answer all incoming calls – handle or re-direct as necessary
- Provide customer service and reception at the front counter and assist with their inquiries.
- Process general sales, invoice/fees payments, fundraising sales, etc.
- Ensure proper filing and flow of data in the office
- Complete accurate daily cash management and process retail & invoice sales.

#### Program & Registration

- Complete registrations, requests for changes as required
- Handle payments, inquiries, receipt requests
- Provide customer service assistance to the members attending our Programs,

#### Office & Facility

- Assist internal customers (coaches, management) with correspondence, documentation as directed in a timely and accurate manner
- Maintain a neat and orderly office area (shared with daytime staff)
- Assist with preparing, executing special events as directed.
- Complete end-of-day closing procedures.

### **Proven strengths in:**

- *Customer service* – Understands and provides internal and external customer needs and outcomes with a commitment to excellence. Organized, efficient, able to multitask.
- *Reliability* - Detail-oriented, with strong administrative and organizational skills.
- *Accountability* - Results oriented, takes ownership, and delivers on commitments.
- *Communication* – Clear, concise, tactful, listens actively and objectively, open, and consistent
- communication with all levels of the organization, proficient in written and spoken English. Proficient with general office software, particularly Word and Excel.
- *Teamwork* – Works collaboratively with others to achieve common goals, while adding value to the team.

**Starting Wages:** Commensurate with experience.

Our company is an equal opportunity employer that provides a workplace environment that fosters creativity and innovation.

Submit resume to [hr@ortonagymnastics.com](mailto:hr@ortonagymnastics.com)

Qualified applicants are invited to apply in confidence. Applications for this position will be accepted on an ongoing basis and will be kept on file for a period of six (6) months. Ortona Gymnastics thanks all applicants for their interest but advises only those under consideration will be contacted.

We are located along the LRT line (South Campus stop) in the Saville Community Sports Centre in Edmonton, Alberta.