

POSTING INTERNAL/EXTERNAL

RECEPTION AND CUSTOMER SERVICES COORDINATOR

The Boys and Girls Club of Niagara is seeking candidates to carry out the duties of Reception Customer Service Coordinator at Boys and Girls Club Niagara (8800 McLeod Rd.)

Position Overview:

The Reception Customer Service Coordinator is responsible for the delivery of the Reception and Customer Services at the Niagara Falls Centre. This position is accountable to the Niagara Falls Aquatics and Recreation Centre Manager.

This Full-Time hourly (37.5 – 44 hours per week), position requires three years related experience in reception and customer service. compensation is \$18.18 - \$19.18. Post-secondary diploma/Certification in a related field is an asset.

This Position includes a comprehensive benefits package after 3 months. Additionally, this position has opportunities to participate in a company matched Retirement Savings Plan after 3 months.

Qualifications:

Able to secure a current Police Clearance with Vulnerable Sector obtained within the last 6mths, Immunization records. participate in Club provided training in Health and Safety. Standard First Aid with CPR-C (Must be current). A valid Driver's License and access to personal vehicle. Accounting background an asset.

Duties and Responsibilities:

Deliverables include but are not exclusive to:

- *Participants, parents and general public are warmly greeted and needs are met within the Club's operational framework;*
- *Parent/participants concerns relayed accurately to the General Manager/Aquatics and Recreation Manager in a timely manner;*
- *Participants are registered in member database;*
- *Manage Active Net functions;*
- *Parent/participant information is made available;*
- *Work area and equipment are cleaned and maintained as per handbooks;*
- *Reception services are provided;*
- *Relationships are maintained in accordance with the Club's privacy policy;*
- *Orientation of reception employees are completed;*
- *Employee schedules meet budget and are posted 2 weeks in advance;*
- *Employee supervisory needs are met;*
- *Revenue, invoices are processed and monitored weekly;*
- *Customer complaints with respect to service are minimal;*
- *Service Providers are accessed, signed in and accurate records are forwarded;*
- *Fire and Emergency Response duties are completed and documented.*

Interested Candidates should apply by sending a cover letter and resume to Mary Marchese at employment@bgcn.ca, no later than 4:00 pm Dec 31,2021. Interviews will be scheduled in January 2022.

The Boys and Girls Club of Niagara is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environment. We will accommodate the needs of the applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Department to ensure your accessibility needs are accommodated throughout this process. Information received relating to accommodation measures will be addressed confidentially.