

Reception and Customer Service Worker

BGC Niagara is seeking candidates to carry out the duties of Reception and Customer Service Worker at the Boys and Girls Club of Niagara (8800 McLeod Road, Niagara Falls).

Position Overview

The Reception and Customer Service Worker is responsible for the delivery of reception and customer service duties at the assigned location. This position is accountable to the General Manager.

Terms of Employment

- Part time, hourly (up to 30 hours per week)
- \$15.50-\$16.50/hour
- Opening, evening and weekend shifts may be required

Qualifications

- Able to provide a current Police Clearance with Vulnerable Sector that is obtained within the last 6 months (Note: there is currently a 10-12 week delay in processing clearance at the Niagara Regional Police station)
- Able to provide immunization records
- Participate in Club provided training
- High Five certification (can be obtained after hire)
- Standard First Aid with CPR-C (must be current)
- Valid Driver's License and access to personal vehicle

Duties and Tasks

Deliverables include but are not exclusive to:

- Provide customer service to members, including registration and addressing customer concerns
- Manage payments, invoices and program service fees
- Register and track participant attendance in member database
- Promptly address all customer inquiries/concerns or relay them to the General Manager
- Maintain relationships in accordance with the Club's privacy policy

Interested candidates should apply by sending a cover letter and resume to employment@bgcn.ca by no later than **September 23rd 2022 at 4:00pm.**

The BGC Niagara is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environment. We will accommodate the needs of



Opportunity
Changes
Everything

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.