



Position: Fall/Winter Campaign - Customer Service Representative I

Competition Number: 2012-EX-EN-50293759-01

Competition posting date: 2012.07.06, closing date: 2013.01.31

Parks, Recreation and Cultural Services

1 or More Part Time Continuous Positions - Up to 24 hours per week

Various shifts: days, evenings, and weekends.

Affiliation: CUPE Local 503 - Part-Time (Recreation and Culture)

Salary: \$10.758 to \$11.308 per hour (2012 Rates of Pay)

Primary Location: This position is available in multiple locations.

Job Summary

The Recreation & Culture Service Representative I is responsible for providing support to the Recreation Facility(s) with programs such as day camps and swimming lessons. Is assigned responsibilities including cash handling, customer service, programme information /registration, program support and general administrative tasks.

Education & Experience

Grade 10 minimum.

Less than 3 months experience working with the public.

Language, Certificates & Licenses

- English oral, reading, writing required.
- French oral, reading, writing is considered an asset.
- Standard First Aid.
- CPR "C".
- AODA - Accessibility for Ontarians with Disabilities Act (legislated training required by 2010); Customer Service (Servability Training).
- A Criminal Record Check is required to work in this position on or before your first day of work.

Knowledge, Competencies & Skills

- Demonstrated knowledge of computers, software applications and an ability to develop an understanding of corporate computerized registration booking software application required.
- General office and administrative procedures.
- Word processing skills.
- Develops a working knowledge of the Department's facilities and programmes in order to make appropriate referrals to other sites as required.

If this opportunity matches your interest and profile please apply online by using the "Apply" button. If this is your first online application please refer to How to Apply for a Position on our career site.



*If you are not able to apply on-line, please submit your resume and covering letter indicating the **Competition number** by mail or by Fax:*

*City of Ottawa
Recruitment & Staffing
110 Laurier Ave. West, 5th Floor
Ottawa, Ontario K1P 1J1*

Fax: 613-580-4762

We thank all candidates for their interest, however, only those selected to continue in the selection process will be contacted.

The City of Ottawa is committed to providing quality services by establishing a qualified workforce that reflects the diverse population it serves. The City encourages applications from all qualified individuals.