



August 20, 2020	Closing Date: September 21, 2020
Job Title: Customer Service and Membership Supervisor	Reports to: Director to Operations
Location: Dakota Community Centre Main Reception Desk (located in Dakota Fieldhouse)	Hours: 37.5 hours/week, daytime with some evening and weekend shifts
Salary: TBD, benefits package available	

Summary

The Dakota Community Centre – Jonathan Toews Sportsplex is seeking an outgoing and friendly individual as our full time Customer Service and Membership Supervisor. This extroverted person thrives on client-first service and working with people of all ages and abilities.

The successful candidate will be responsible for the day-to-day operation of the main reception desk for the Dakota Fieldhouse and supervising the interaction between DCC Customer Service Representatives and our members, guests and program participants, ensuring they have a welcoming and positive experience.

Key Roles and Responsibilities

- Operate and oversee the main reception desk for Dakota CC
- General reception duties including, greeting visitors, answering phones and providing information/answering questions regarding DCC programs and services and/or appropriately redirecting inquiries
- Assist in hiring, scheduling, and performance management of all Customer Service Representatives
- Provides direct oversight and leads ongoing training of Customer Service Representatives
- Works with the Director of Operations on the evaluation, development and implementation of effective and efficient processes to support service to Dakota CC’s customers and users
- Maintains and provides statistical information to assist in the evaluation and planning of DCC programs and services
- Lead or arrange facility tours & orientations to prospective members
- Process a variety of financial transactions
- Assists in collection of membership cards and distribution of access cards
- Provides support to DCC staff in administration of programs and services
- Oversight of volunteers providing support to customer and membership services

Qualifications

- Must be a minimum of 18 years of age
- Knowledge and experience with basic admin software knowledge such as Microsoft Suite/Office and Excel will be an asset
- Demonstrated high level public relations/customer service
- Experience in leading a team including ongoing training, scheduling and performance evaluation
- Ability to exercise initiative and make decisions in accordance with applicable rules, regulations and policies set forth by DCC
- Must be able to work independently and as part of a team

- Must be a good communicator, referring specific questions to the appropriate person and can handle public inquiries in a courteous manner
- Demonstrated ability for diplomacy and tact with a variety of demographics
- Demonstrated ability to maintain accurate document management and discretion with private information
- Availability to do occasional evening and weekend shifts considered an asset
- Must be able to complete a successful Criminal Record Check and Child Abuse Registry or have successfully passed in the last 6 months
- A combination of relevant education and experience will be considered
- Must have current CPR and First Aid certification or able to obtain as condition of employment

For Further Information

We invite interested people to apply to us by **September 21, 2020**. You may drop off your cover letter and resume at the Administrative Office 2nd Floor Sportsplex, 1188 Dakota Street in hard copy or via email to HR@dakotacc.com. Further information about the DCC may be found at www.dakotacc.com.

Benefits of Working at Dakota Community Centre

Our objective is to provide our employees with a safe and healthy workplace. We seek diversity in our workplace and foster a place of service to the community. The DCC encourages all interested individuals to apply regardless of age, religion, sexual orientation, ethnicity or cultural background.

The Centre is on a major bus route for easy access and/offers free parking and a vibrant team atmosphere.